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1. Introduction

Hallam Volunteering is a department within Sheffield Hallam University Students' Union. Hallam Volunteering is a student-led department which works in partnership with the local community sector offering a diverse range of volunteering opportunities for Sheffield Hallam University staff and students on innovative projects.

Through these projects we:

- Make a positive contribution to Sheffield
- Enhance students' personal development
- Forge strong links between Hallam Union and the local community

Our aims are:

- To offer a broad range of **accessible voluntary projects** and experiences
- To provide a **supportive environment** to give volunteers the opportunity for personal development
- To make sure our projects address a clear **community need** and make a difference to the local community
- To **raise awareness** of Hallam Volunteering and work in **effective partnership** with Hallam Union, Sheffield Hallam University the local community sector and the national network
- To keep up to date with and raise awareness of **good practice** in volunteering
- To ensure that our activities are **financially viable and sustainable**

The values which underpin our aims and objectives are as follows.

Hallam Volunteering:

- is committed to equality of opportunity and fair treatment and strives to make activities accessible to all
- believes volunteering and volunteers should be better valued and values the contribution students make to the local community
- will operate professionally at all times
- will be student-led and student-centred, empowering people and encouraging initiatives

- values the diversity of student volunteers
- will provide an open, friendly and supportive non-judgemental environment

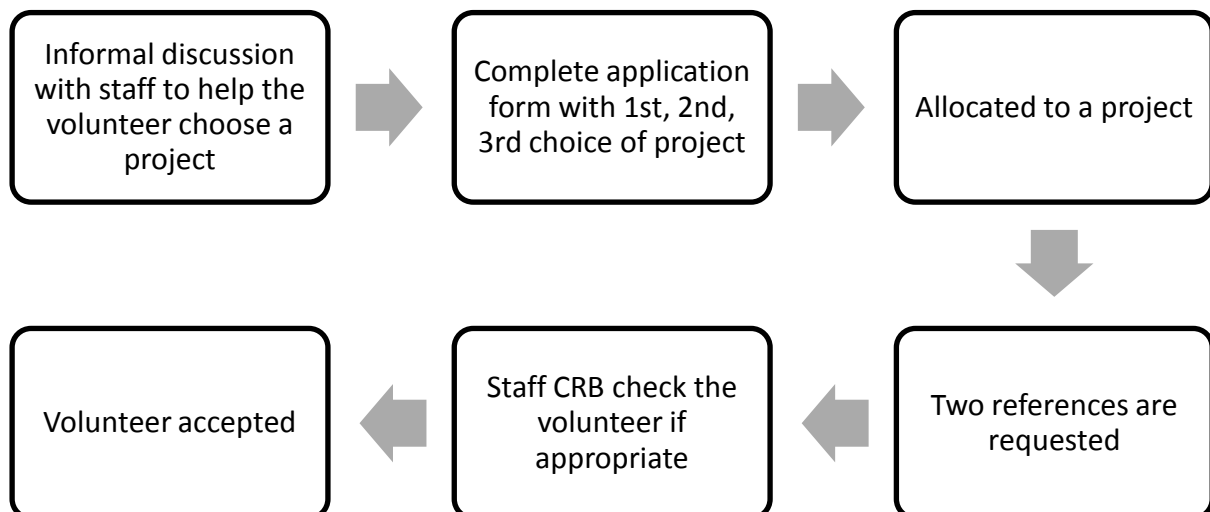
2. Recruitment and selection

2.1. Principles

The following principles apply to Hallam Volunteering's recruitment and selection:

- Hallam Union is a membership organisation, and therefore members should be encouraged and enabled to undertake any activity they wish, as far as possible. If this cannot be achieved, alternative options should be considered.
- Recruitment and selection procedures are clear and transparent - the same rules apply to all.
- Recruitment and selection policies and procedures comply with Hallam Union's commitment to equal opportunities (see section 7).
- Only Sheffield Hallam University students and staff may volunteer through Hallam Volunteering.

2.2. Procedure



Staff allocate volunteers to projects and seek to place as many volunteers as possible on their first choice. Hallam Volunteering also tries to ensure that each project has a range of volunteers in terms of experience, year, and skills, and that each project has an adequate number of volunteers. Where projects are over-subscribed, priority is given to returning volunteers.

2.3. References

Two references are requested for every volunteer. Volunteers can see their references at their request. If a volunteer's references are not satisfactory, Hallam Volunteering will seek a third reference. References are deemed unsatisfactory if they lack evidence that the referee has had a professional relationship with the applicant. Hallam Volunteering is unable to contact referees at addresses overseas. References are seen as part of a screening procedure. Where two references are unobtainable, Hallam Volunteering will accept applicants IF they have participated in other screening procedures, such as induction, training, and CRB checks (where relevant). In rare circumstances where information from a reference places doubt on an applicant's ability to volunteer, it may result in an application being refused. This

will be dependent on a final decision which will be made by the Union's Chief Executive Officer and the Union's Officer Committee.

2.4. Criminal record checks

Criminal record bureau checks will be carried out according to the Hallam Volunteering [CRB Disclosure Policy & Procedure](#).

2.5. Vetting and barring

Hallam Volunteering will comply with the Independent Safeguarding Authority's Vetting and Barring Scheme. More information is available in the [Vetting and Barring Scheme document](#) which will be updated as further details are released.

2.6. Project leader selection

Usually a project will have only one leader. If more than one person applies to be a leader, all the applicants will hold a group discussion with the Volunteer Co-ordinator to discuss the demands of the role and what they feel they can offer to it. The aim of the discussion is for the group to self-select a leader. Should this fail to reach a decision, a panel consisting of the Hallam Volunteering Manager, Volunteer Co-ordinator and a representative of the Hallam Volunteering Committee will decide the project leader for that year.

2.7. Committee recruitment and selection

The Hallam Volunteering Standing Committee will be recruited and selected through an election. Section 5.3 of this policy contains details of the available positions. All members of Hallam Union are eligible to nominate themselves for election. Elections must be publicised so that all volunteers have opportunity to nominate themselves if they wish. All candidates must run against RON. Voting arrangements must also be fair and publicised so that all volunteers have the opportunity to vote. Only current volunteers may vote. Voting must be anonymous. Only staff members may be involved in organising the voting arrangements and counting votes, not volunteers, to ensure the vote is fair. The candidate for each position with the most votes is elected to the position.

3. Induction and training

3.1. Induction

Hallam Volunteering will provide an induction for every volunteer, which will include information about the following:

- volunteer rights and responsibilities
- health and safety
- safeguarding of children/young people/vulnerable adults (whichever is relevant)
- how to claim expenses
- how Hallam Volunteering will communicate with them
- training opportunities
- the Hallam Award
- where to find policies and procedures

This information is also contained in the 'Now you're a volunteer' booklet, which all volunteers will receive.

3.2. Training

Hallam Volunteering will provide a comprehensive training programme designed to equip volunteers with the skills to carry out their particular role. Hallam Volunteering is committed to the personal development of volunteers and will provide training to contribute to this wherever possible. Hallam Volunteering will make diversity training available to all volunteers.

4. Expenses

Expenses will be paid according to the Hallam Volunteering Expenses [Policy](#) and [Procedure](#), which states that expenses are available to all volunteers who incur out of pocket costs in the course of their project work. Receipts are required in all cases. Expenses claim forms will be available from the resources section of Blackboard or any member of staff. All expenses must be agreed in advance with a member of staff. Expenses which may be reimbursed include childcare, refreshments, transport, project materials, postage and phone calls and activity costs.

5. Supervision and support

5.1. Support from the Project Leader

With the support of Hallam Volunteering staff, project leaders are encouraged to support their project team through regular project meetings, training sessions and informal meetings and social events.

5.2. Support from staff

Every project and team is allocated a named staff member who will provide support and supervision.

This support includes:

- initial briefing meetings to discuss project development,
- identification of and communication with community partners and schools
- identification of training needs and provision of training opportunities,
- facilitation of financial processes and room booking,
- provision of resources and equipment,
- provision of references if requested
- ongoing informal support as required.

The staff also ensure all activities are carried out safely and within the guidelines of good practise.

5.3. Support from the Committee

The committee is made up of the following elected posts:

- 2 x Working with Children Project Representatives
- 2 x Working with Young People Project Representatives
- 2 x Working with Adults Project Representatives
- Fundraising Officer
- Equal Opportunities Officer
- Publicity Officer
- Events and Technical Officer
- Social and Communications Officer

The committee elect a chair, vice-chair and secretary from within the elected representatives/officers.

The Committee's Project Representatives ensure that the Committee are aware of issues faced by volunteers, and endeavour to solve problems. They act as a communication stream between project volunteers and the committee. The Committee Officers offer a variety of support to all volunteering activities according to their particular role (together with the Support Teams), and this is described in the Now You're a Volunteer booklet 2009-10 which is available in the Activities Pod or downloadable from the Hallam Volunteering website. The Committee also makes strategic decisions about Hallam Volunteering.

There is also a Volunteering Officer on the Hallam Volunteering Committee who raises awareness of volunteering to the Union's Officer Committee and at Union Council. The committee are elected by Hallam Volunteers by online vote in April, with by-elections in October. The successful candidates serve a one year term on the committee and can be re-elected. Section 2.7 of this policy contains more information about election procedures.

6. Insurance

Most volunteering activities and social events are covered by the Union's insurance policies. Additional insurance may be required for some activities - staff should consult with the Member Services Manager to ensure all activities are adequately covered. Some clarifications have already been sought - details can be found in G:\Hallam_Volunteering\UUSHV\Policies\Insurance.

The following items are **not** usually covered by the Union's insurance policy:

- products liability and public liability for fundraising events off campus (section D exclusion 17)
- dangerous activities including: rock climbing, abseiling, canoeing, jet-skiing, water-skiing, swimming, pony-trekking, sub-aqua diving, dry slope skiing, clay-pigeon shooting, archery, horse-riding, BMX cycling, assault course, barfly jumping, bungee jumping, pole climbing, caving, parachute jumping, ballooning, gliding, flying, bonfires, firework displays, driving of any vehicles by people who would not be allowed to drive that vehicle on a public road.
- some conservation activities including burning brush, and dry stone walling
- foam parties

If volunteers wish to plan fundraising events off campus, staff **must** check this with the insurance company (Endsleigh 01242 866800) first as this is not automatically covered, even if it has been covered in the past.

If a volunteer wishes to use their own car for any volunteering activities, this car must be checked and registered with the Union first, via the Office Manager.

If outside contractors are employed to provide major attractions, staff should check that the provider has adequate public liability insurance with an indemnity limit at least as large as the Union's own insurance. Staff should also obtain a copy of the policy and check that the event organiser is covered as a 'principal' under the contractor's policy.

Volunteers must be normally resident (this means resident for at least 14 days) in England, Scotland, Wales, Northern Ireland, the Channel Isles or the Isle of Man,

and be acting under the authority of the Union, **and** be engaged in an official activity of the Union, in order to be covered by Union insurance. It is therefore vital to ensure all volunteers sign-up formally otherwise they may not be covered.

7. Equal opportunities and diversity

The Union's [Articles of Governance](#) state on pages 1 and 3 that:

3. The Union will seek at all times to:

3.1 ensure that the diversity of its membership is recognised and that equal access is available to all members of whatever origin or orientation

3.2. pursue its aims and objectives independent of any political party or religious group.

7. The Union's objects are the advancement of education of students at Sheffield Hallam University for the public benefit by:

7.5. promoting and encouraging contact and co-operation between students in all matters affecting their interests without regard to ethnic origin, nationality, gender, sexual orientation, religion, disability or age.

The Hallam Volunteering Committee has an Equal Opportunities Officer whose role is to support Hallam Volunteering to comply with the above quoted sections of the [Articles of Governance](#), as well as the Union's [Equal Opportunities Policy](#). The Equal Opportunities Officer will do this through diversity training for volunteers, recruitment of underrepresented volunteers and promoting accessibility.

Hallam Volunteering will also:

- ensure its written and electronic materials are as accessible as possible
- make all reasonable adjustments to ensure its activities are accessible
- ensure diversity training is available to all volunteers

Hallam Volunteering places the safety and wellbeing of volunteers at the core of all its activities. Any volunteer who feels they have been wrongly treated, harassed, discriminated against or intimidated whilst volunteering should immediately report the incident to their volunteer coordinator, or another member of the Hallam Volunteering staff.

If staff are not immediately available, the volunteer must take themselves out of harms way and safely leave the environment, taking another volunteer with them. If the situation is deemed unsafe/intimidating for all volunteers they must immediately cancel and return to the union/home and report the incident to the activities pod. In response to any such complaint, staff will re-evaluate and reassess the appropriateness of the volunteering opportunity and where possible make suitable adjustments, or re-place the volunteers ensuring the safety and security of volunteers is safeguarded.

8. Health and safety

Hallam Volunteering makes all efforts to reduce risks and ensure the safety of all its volunteering activities, and complies with Hallam Union's [Health and Safety Policy](#) and its associated policies.

In addition, it is the policy of Hallam Volunteering that:

- all volunteers will receive any appropriate health and safety training before carrying out their activities
- a risk assessment will be carried out at least 2 weeks before an activity takes place, and signed off by the HV Manager.
- the risk assessment must be kept and filed
- suitable provision for first aid treatment must be arranged for activities taking place away from the Union.
- staff will notify the Union and University of trips taking place overnight, and ensure that those on the trip have emergency numbers for the Union, University, and are aware of the 999 number.
- all volunteers have the right to a safe environment in which to volunteer, and the responsibility not to endanger themselves or others

9. Grievance and complaints procedure

All complaints and grievances will be taken seriously. If a volunteer has any grievance or complaint regarding another volunteer, staff member or any other person or issue, he/she should report the incident to a member of Hallam Volunteering staff. The staff member will then work with the volunteer to resolve the problem. If the issue concerns a staff member, then the volunteer should report the matter to their line manager who will deal with the complaint. If this course of action does not resolve the problem, or the volunteer is not satisfied with the outcome, then the volunteer should follow Hallam Union's [Complaints Procedure](#) which can be found on page 77 of the Union's [Articles of Governance](#).

10. Confidentiality

Volunteers should keep what they learn about other volunteers in confidence. They should also keep what they learn about service users in confidence. Volunteers are not expected to retain any written records on volunteers or service users. Records should be stored by Hallam Volunteering securely and in line with the Data Protection Act. There are some circumstances where volunteers would be expected to breach confidentiality in order to uphold the safety and welfare of service users. These circumstances are:

- if he/she is told any information about terrorist activity (Prevention of Terrorism Act 1989)
- if he/she is told about anything that compromises a child or vulnerable adult's safety (such as any form of abuse)
- if he/she is told about any planned criminal activity
- if he/she is summoned to court with a legal obligation to provide evidence.

In these circumstances the volunteer **must** report the information to their Volunteer Coordinator who will inform the relevant authority. The volunteer **must not** disclose information to any other source.

11. Data protection

Hallam Volunteering is fully committed to compliance with the Data Protection Act 1998. The following principles will apply when handling personal information:

- Personal information is only processed with the knowledge of the person to which it relates.

- Only information that Hallam Volunteering actually needs is collected and processed.
- Personal information is only seen by those who need it to do their job.
- Personal information is retained only for as long as it is required.
- Decisions affecting a person are made on the basis of reliable and up to date information.
- Information is protected from unauthorised or accidental disclosure.
- Hallam Volunteering will provide a person with a copy of their personal information on request.
- Inaccurate or misleading data will be corrected as soon as possible.

12. Student leadership

Hallam Volunteering is committed to being a student-led department. All significant decisions other than those of day-to-day management issues will be submitted to the Hallam Volunteering Committee for their input.