

Na Píobairí Uilleann

Volunteer Policy



Policy

Na Píobairí Uilleann has benefited enormously from the dedication, skill and hard work of the many volunteers who have contributed to our work. This Volunteer Policy aims to acknowledge the importance of that contribution and provide a framework in which board, staff and volunteers can work effectively together.

Volunteers are those undertaking pro bono work in support of the organization for regular and once-off events.

- the involvement of volunteers within the organisation will be encouraged and supported whenever possible
- all volunteers offering their services to the organisation will have their offers dealt with promptly and be given a warm welcome, which reflects the value we give to volunteers. The role of volunteers will be clearly defined.
- In every situation where a volunteer is to be involved, an agreed statement of tasks should be drawn up and volunteers should be adequately prepared for the tasks which they will be undertaking as far as possible specific activities should be identified for which a volunteer can take responsibility relevant training will be given to all volunteers and will be reviewed and updated regularly by the organisation
- There will be ongoing reviews with all volunteers and any problems with the work of volunteers will in the first instance be addressed through discussion. If a serious problem arises which requires the discontinuation of the volunteer's service this will be decided upon by the Administrator and the volunteer will have the right to a hearing with the CEO.

Volunteer Rights and Responsibilities

A volunteer has the *right* to:

- Receive information about the organisation's purpose, work and values and its policy on volunteers.
- A clearly written description of the work s/he will undertake and of assigned tasks
- Privacy and confidentiality.
- Be seen as a valued part of the organisation through inclusion at relevant training sessions, meetings and social functions.
- Receive appropriate training - know who to turn to with problems and difficulties. Be appreciated and have his/her work valued by the organisation. Make mistakes and learn from them, express his/her view, opinions, on a subject be listened to and taken seriously by members of staff or other volunteers receive regular and constructive feedback on performance
- Work in a safe environment, be covered by insurance, be able to negotiate in advance about what work they will take on, be able to say no when they feel they are being asked to do too much
- Be reimbursed for any agreed travel or other vouched expenses
- Be consulted on matters which directly affect work
- Be free from discrimination on grounds of gender, marital status, race, sexuality, religion and disability
- Receive a written reference when they leave the organisation

A Volunteer has the *Responsibility* to:

- Follow NPU policies and procedures, with particular attention to Child Protection, Health and Safety and GDPR.
- Follow Government Public Health Guidelines in relation to COVID-19
- Be reliable - carry out work to the best of his/her ability and do so in a way that corresponds to the aims and values of the organisation
- Attend the place of work at the times agreed, notify the appropriate person if he/she is unable to attend for some reason or are running late
- Agree to the organisation's volunteer policy
- Respect confidentiality
- Respect the rights of staff, other volunteers and the people we work with
- Be honest if there are problems
- Attend training sessions, support meetings if these are agreed as part of the volunteering role
- Give feedback, communicating relevant and important information to an appropriate staff member
- Avoid wasting the financial and other resources of the organisation
- Avoid sending, receiving or downloading from the internet information, messages or material inconsistent with the aims and values of the organisation

- Be committed to the work recognising also that there must be personal and external limitations on time commitment
- Acknowledge decisions made by others and understand that staff also have their own roles and responsibilities
- Volunteers must report accidents or near-misses in accordance with the health and safety policies
- Ask for help or support when needed.

Security and Confidentiality

It is extremely important to ensure that security and confidentiality are respected. Volunteers and staff must take all reasonable measures to protect the security of the information held by the organisation.

Volunteers also have the right to privacy and confidentiality in relation to their own personal situation.

The induction information provided to volunteers should include:

- An outline of the organisation's aims and activities
- Funding sources
- Services provided
- Policies and procedures used by the organization
- The importance of volunteer confidentiality
- Introduction to supervision and support for volunteers including which member of staff they will be reporting to
- A tour of the premises
- Introduction to colleagues
- Description of volunteer requirements and benefits
- Introduction to facilities and equipment

Expenses:

The organisation will cover volunteer's expenses in the following ways:

- Transport expenses