



BRISTOL REFUGEE RIGHTS

VOLUNTEER POLICY AND PROCEDURES

THE POLICY

1. PURPOSE

- 1.1. This policy is written to lay down the principles and practices for those working with volunteers at Bristol Refugee Rights (BRR).
- 1.2. This Policy and Procedure has been developed to ensure the safety of all those volunteering and visiting BRR by ensuring that volunteers are recruited using safe processes, are properly inducted into the organisation and receive the training and support they need to fulfil their roles as volunteers.

2. GENERAL PRINCIPLES

- 2.1. We aim to provide constructive and meaningful volunteering opportunities for the mutual benefit of the members, volunteers and BRR.
- 2.2. BRR strives to be an agency of best practice in all aspects of working with volunteers. We believe that support and training are vital for any role we ask volunteers to carry out, and for BRR staff involved in the supervision of volunteers.
- 2.3. BRR works with a large number of refugees and asylum seekers. We acknowledge and welcome that by working with volunteers from all backgrounds, including refugees and asylum seekers, we are better able to respond to and work with the needs of our members. However, we are also aware of the risks, particularly to those who have experience of the asylum process, of re-traumatisation and vicarious trauma. Evaluating this risk is an essential part of our recruitment process, and particularly in deciding whether an individual (member or non-member) can volunteer with us.
- 2.4. We also must take into consideration the number of people currently volunteering across the organisation, our capacity for volunteer support and supervision and any additional needs of the individual/role to be able to volunteer. At times, these factors may practically limit our ability to offer volunteering opportunities to members and non-member in all volunteering roles but this decision should be taken on a



case by case basis. Our usual limits on the number of volunteers that can be supervised per member of staff are set out in Appendix A.

- 2.5. BRR welcomes and seeks to promote the variety of skills, interests, life experiences and cultural backgrounds that volunteers bring to the organisation.
- 2.6. BRR recognises that volunteering can be an important route into paid employment, particularly for people without UK work experience. BRR seeks to improve the employment prospects of its volunteers and, if requested, will provide a letter confirming someone is volunteering with us, or after induction and initial training has been completed and, if a person has been actively volunteering for 6 months, more detailed references may be provided.
- 2.7. Only those aged 18 or over may become Volunteers.
- 2.8. In order to protect children and adults at risk BRR must follow Safer Recruitment Practice. This is incorporated into the volunteer recruitment procedures.
- 2.9. BRR will ensure the safety of volunteers by ensuring that they do not expose themselves to risk by setting hours, lone working policies, providing equipment to ensure data protection etc.

3. ROLES AND RESPONSIBILITIES

3.1. Recruitment

- 3.1.1. It is the responsibility of the Volunteer Coordinator to oversee recruitment of all volunteers, ensuring Safer Recruitment practices are followed. Project staff may contribute to the selection of volunteers, including carrying out interviews where appropriate. Any staff involved in the selection of volunteers must attend Safer Recruitment training.
- 3.1.2. Volunteer adverts, role descriptions and application forms must be approved by the Volunteer Coordinator to ensure appropriate allocation of volunteers across projects and sufficient staff time available for supervision.
- 3.1.3. It is the responsibility of the Volunteer Coordinator to collect two references for all volunteers before volunteering starts.
- 3.1.4. DBS checks will be carried out for all relevant roles. It is the responsibility of the Volunteer Coordinator to maintain up to date



records of all current DBS certificates and to carry out new checks every three years, either via the Tracking Service or a new DBS check.

3.2. Induction

3.2.1. It is the responsibility of the Volunteer Coordinator to ensure that all new volunteers receive an induction to Bristol Refugee Rights, including an overview of services, relevant policies and procedures, the asylum system and trauma informed practices. Other staff may assist in the delivery of induction training as required.

3.3. Training

3.3.1. Role specific training should be delivered or arranged by the relevant project staff, designed in collaboration with the Volunteer Coordinator. This may include external training such as Food Hygiene certificates.

3.3.2. It is the responsibility of project leads to ensure volunteers have appropriate training to deliver their roles.

3.3.3. It is the responsibility of the Volunteer Coordinator to timetable and arrange ongoing training not specific to particular roles, including but not limited to: Safeguarding, Vicarious Trauma and Asylum Process

3.4. Supervision

3.4.1. Supervision may be carried out by project staff or the Volunteer Coordinator. Where project staff carry out supervision it is the responsibility of the Volunteer Coordinator to ensure that the staff member has sufficient capacity to supervise the volunteers in their team. It is the responsibility of the Volunteer Coordinator to ensure that staff supervising volunteers understand the purpose of supervision and the appropriate level of supervision required for the role.

3.4.2. Volunteer 1:1s are provided by the by the appropriate staff member as set out in the Volunteer Agreement.

3.5. Coordination

3.5.1. The Volunteer Coordinator has overall responsibility for the coordination of the volunteer team, working with project staff to ensure appropriate numbers of volunteers across the organisation,



recruited safely, receiving appropriate training and good quality support and supervision.

3.5.2. Day-to-day coordination of volunteers, including rotas, time off for holiday or illness, communication about the project and team meetings, is the responsibility of project staff.

4. Expectations of volunteers

4.1. BRR volunteers' are expected to:

- attend compulsory training,
- protect members data (including only using BRR equipment to access data), look after their own wellbeing (attending supervisions, reflective practice sessions, working according to volunteer agreement etc)
- follow BRR policies and procedures

5. RELEVANT LEGISLATION AND POLICIES

5.1. This Policy complements, and should be considered along with other BRR Policies:

- Equity, Diversity and Inclusion Policy
- Disclosure Check Policy
- Safeguarding: Child Protection Policy
- Safeguarding: Adults Policy
- Volunteer Handbook
- Safeguarding: Boundaries Policy and Procedure
- Grievance Policy
- Disciplinary Policy
- Lone Working Policy
- Data Protection Policy
- Confidentiality Policy

5.2. This Policy is informed by the following legislative requirements:

- Equality Act 2010
- Immigration, Asylum and Nationality Acts (2006)
- Human Rights Act (1998)



- Data Protection Act (2018) and General Data Protection Regulations
- Rehabilitation of Offenders Act (1974)
- Protection of Vulnerable Adults Act 1999/Criminal Justice and Court Act 2000
- Vulnerable Groups Act (2006) (Vetting and Barring – Independent Safeguarding Authority)
- Protection of Children Act 1999/Criminal Justice and Court Act 2000

6. SCOPE

- 6.1. This policy and procedure applies to all volunteers not including Trustees for whom there are separate policies.
- 6.2. The policy does not cover all aspects of BRR's work in relation to volunteers and therefore should be read in conjunction with other policies which relate to all those involved in BRR as set out in paragraph 4 above.

THE PROCEDURES

7. RECRUITMENT

7.1. Identifying a vacancy and advertising

- 7.1.1. Any staff member may identify a need for a volunteer. Where they do so, this should be communicated to the Volunteer Coordinator and Head of Services who will decide (in consultation with SMT) whether it is appropriate to recruit a volunteer into the role identified.
- 7.1.2. At least two volunteer recruitments will be timetabled each year (usually Spring and Autumn) and it will only be in rare circumstances that an individual will be recruited outside of those timetabled recruitments (this is due to it being tricky to provide proper induction and training outside of the standard recruitments). If it is necessary to recruit a person outside of the usual process, all steps in the recruitment process must still be followed (with the exception of advertising if this is not necessary because a person has already been identified).
- 7.1.3. The Project lead will ensure that the Role Description exists and is up to date for the volunteering role and is responsible for writing



role descriptions for newly identified roles in consultation with other staff members as required.

7.1.4. All role descriptions must be written in accessible, plain English with the minimum use of jargon or terminology which volunteer candidates might not understand.

7.1.5. Role descriptions should include the following:

- A brief description of the role
- A more detailed list of duties involved
- Skills and experience that will be gained from the role
- Whether any previous experience would be useful to the role

7.1.6. Volunteer vacancies will be advertised in the following ways: via the BRR website and social media; internally via volunteer newsletter and/or by posters in the Drop-In space; via VOSCUR and/or Volunteer Bristol; other appropriate means depending on the role. Advertising widely has the benefits of promoting diversity and avoiding conflicts of interest. Where possible we will take positive action to encourage people from a diverse cross section of society to volunteer. All adverts should include reference to BRR's safeguarding policy; a statement of commitment to safeguarding and promoting the welfare of children; and if relevant, the need for the successful applicant to be DBS checked

7.2. The application process

7.2.1. All volunteer applicants will be required to complete a volunteer application form . CVs will not be accepted. Support will be offered to complete the application.

7.2.2. Application forms will be made available to all applicants along with:

- Role description
- Equalities monitoring form
- Equalities statement
- Declaration of criminal offences
- Policy Statement on Rehabilitation of Offenders
- Data Privacy Notice



7.2.3. Returned applications and Equalities monitoring forms will be coded and separated for monitoring purposes.

7.3. Criminal convictions and DBS disclosures

7.3.1. As well as regularly having children on site at BRR, many of our members are in extremely vulnerable situations because of their immigration status, trauma and other factors. Because of this we must take a cautionary approach to ensuring that the people working with them (both volunteers and staff members) are appropriate and safe.

7.3.2. All applicants (both member and non-member volunteer) will be asked to provide details of unspent criminal convictions at the time of application. Applicants for roles which are exempt from the Rehabilitation of Offenders Act will also be required to declare spent convictions.

7.3.3. DBS checks for volunteers will be carried out in accordance with the DBS policy. If an individual seeks to change role after starting to volunteer, the staff member responsible for the new role must inform the Volunteer Coordinator of the change of role so that the Volunteer Coordinator can check if a different level of DBS check is required for the new role and if so, the DBS check must be completed prior to the new role commencing.

7.3.4. Where a volunteer reveals that they have a criminal conviction, or a criminal conviction or any other information is revealed as a result of a DBS check (either first DBS or subsequent checks), a risk assessment will be carried out in order to make a decision about whether the individual may volunteer. The CEO must be informed and the risk assessment process and decision should involve a Volunteer Coordinator or Manager (as relevant), a Safeguarding lead and Human Resources representative.

7.3.5. Where unspent convictions or any other information of concern are disclosed, BRR reserves the right to withdraw the volunteer role / refuse to offer a role should a disclosure be made that we feel places BRR or our members at risk. If it is felt the person may still be able to volunteer despite that disclosure, a risk assessment will be carried out in order to make a decision about whether the individual may volunteer. The risk assessment process and decision



should involve a Volunteer Coordinator or Service Manager, a Safeguarding lead and Human Resources representative. All decisions (whether to refuse /allow to volunteer should be communicated to SMT.

7.4. The Selection Process

- 7.4.1. The member of staff responsible for the volunteer, will be responsible for selecting volunteers from applications received. This will involve assessing the paper applications received against the Role Description and having regard to Bristol Refugee Rights' Equity, Diversity and Inclusion Policy. Positive action in recruitment may be used where appropriate and in line with BRR's stated aim of having people with lived experience across the organisation. They may also involve relevant Managers in this assessment process.
- 7.4.2. For all applicants selected based on paper applications, there should be an informal interview prior to them being invited to attend the induction. This is an important part of our safer recruitment processes and should usually be undertaken by the staff member who will become their supervisor, provided that person is safer recruitment trained. For some volunteers e.g. Advice, this will be a formal, skills based interview. For others, it will be a more informal conversation aimed at finding out about skills/interests and testing their motivations and commitment.
- 7.4.3. The Volunteer Coordinator(s) will keep a records of reasons for deciding not to accept an applicant post-interview application in case of future applications by the same individual.
- 7.4.4. All applicants should be informed in writing (or verbally for member volunteers) of whether or not their application has been successful (this may be by email). If their application has been successful they should be informed of the next date of a volunteer induction and asked whether they are able to attend. If the application has been unsuccessful post-interview they should be offered the opportunity to discuss the reasons for this.

7.5. Post Selection

- 7.5.1. The Volunteer Coordinator should refer to the Disclosure Check policy to identify if the role is one which requires the volunteer to undergo a DBS check. Applicants who are required to undergo a



DBS check must do so before they start volunteering. Where this is not possible (except for EYP volunteers where the DBS must always be obtained in advance) the Manager responsible for the volunteer must complete a DBS risk assessment and submit this to the CEO for approval before the volunteer commences their role. If a volunteer who requires a DBS is not a British citizen and/or has recently spent a significant period of time overseas we should inform them that we may also need to ask for Certificates of Good Conduct from Embassies or police forces or they may be required to undertake fingerprinting.

- 7.5.2. For all successful volunteers two references should be obtained prior to them starting to volunteer. References should be requested using the standard form and at least one of these should be professional references.
- 7.5.3. We recognise that particularly for member volunteers providing professional references may be impossible. Where references cannot be obtained for member volunteers, we will wait a period of at least 3 months after them joining as members before allowing them to volunteer. This period is to allow time to get to know the member and/or them obtain references from other organisations they have got to know well. Depending on individual circumstances, a period of more than 3 months may be appropriate depending on individual circumstances or the role in question
- 7.5.4. We recognise that the nature of our work means that we “take extra care” in accordance with guidance for employers and it may be necessary in to carry out extra checks beyond just obtaining checks e.g. following up references by phone, asking for additional references.
- 7.5.5. There is no requirement for volunteers to supply us with proof of their eligibility to live and work in the UK but applicants will be advised on the application form to check with UKVI that they are not breaching the conditions of their stay in the UK by volunteering. We should also ask all applicants to provide us with ID and a record of their ID check should be kept on file.
- 7.5.6. All application paperwork relating to the successful candidate will be kept on their volunteer file for 6 years after termination of volunteering, in line with our Data Protection Policy.



7.6. Safer Recruitment

7.6.1. BRR recognizes that in order to protect children and adults at risk it needs to adopt safer recruitment practice. Much of this is incorporated into the above recruitment procedures.

7.6.2. The application is an essential part of the safer recruitment process and the staff member assessing it should seek to ascertain the motivation, attitudes and beliefs of the candidate, as well as their experience and qualifications. Throughout the recruitment process there should be a thorough gathering and analysis of all information on candidates (from the application, qualifications, employment history, references, disclosures, interview etc.) which must be analysed to see if there are any concerns relating to safeguarding that need to be explored further.

7.6.3. In addition, it is important to recognise that throughout the recruitment process there should be a thorough gathering and analysis of all information on candidates (from the application, qualifications, employment history, references, disclosures, interview etc.) which must be analysed to see if there are any concerns relating to safeguarding that need to be explored further.

7.6.4. If there are any concerns, the staff member should use the interview to ask direct questions for example on safeguarding, maintaining professional boundaries, attitudes to young people, adults at risk etc.

7.6.5. All staff with volunteers should receive Safer Recruitment Training to ensure that a minimum of 1 person involved in volunteer recruitment has been trained in safer recruitment practices.

7.6.6. Safer recruitment does not end with the appointment of a volunteer, but also relates to addressing safeguarding issues throughout the induction and probationary period and as part of their on-going supervision.

8. HOURS AND PLACE OF VOLUNTEERING

8.1. Volunteers are generally expected to commit to a minimum of one shift of 4 hours per week. Volunteers can if they choose take on a longer shift or work more than one shift but this should not be expected of them and must be agreed with the Volunteer Coordinator/Advice Volunteer Supervisor or relevant manager.



8.2. Volunteers must only work their hours at a time agreed with their supervisor; which must be a time when we can guarantee proper supervision is available.

8.3. Volunteers can only work from home in exceptional circumstances, if agreed in advance and risk assessed. Exceptional circumstances should relate to the individual volunteer's personal circumstances; wanting/needing to volunteer outside of normal working hours will not normally be considered exceptional.

9. VOLUNTEER HANDBOOK

9.1. Each volunteer will be supplied with / given online access to a Volunteer Handbook which should provide them with information about the following:

- BRR's history, mission and vision
- Their role and the expectations of them
- How they will be supported, supervised and consulted
- What they can expect from BRR
- Summarised versions of relevant BRR policies

9.2. Volunteers should be advised of how to access full text versions of BRR policies if they would like to see them.

10. VOLUNTEER AGREEMENT

10.1. All volunteers will be asked to sign a volunteer agreement setting out:

- What is expected of them;
- What they can expect of BRR

10.2. The agreement includes a confidentiality agreement and volunteers will be informed about the contents of our Data Protection Policy at the time of induction.

10.3. The volunteer agreement will include a statement that volunteers agree to update us if they receive any criminal convictions/are under investigation for an offence. It should also state that volunteers agree to only use BRR equipment and to comply with BRR policies such as the Boundaries policy and will attend BRR compulsory training.

11. INDUCTION AND PROBATION PERIOD



- 11.1. All volunteers must attend a standard induction programme before commencing their volunteering role. Volunteers will not be able to start volunteering until they have attended an induction.
- 11.2. The induction will cover as a minimum:
- Health and Safety
 - Fire procedures/fire drills
 - Equity, diversity and inclusion policy and practice
 - BRR policies around safeguarding and boundaries
 - Mission statement, values
 - Who are our members
 - Introduction to the asylum process
 - Our services
 - Who's who
 - Data Protection
- 11.3. The staff member responsible for the volunteer should also identify whether there are additional things on which individuals should be inducted or trained depending on their knowledge, experience and the role they will be undertaking.
- 11.4. Approximately 3 months after commencing a volunteer role, each volunteer will be invited to a compulsory Vicarious Trauma Session, where they will meet with other volunteers, learn about the risks of vicarious trauma and how to take care of themselves. Group external supervision sessions with TFSW may also be offered depending on the role.
- 11.5. Volunteers are expected to attend compulsory training provided by BRR such as regular refreshers in safeguarding.
- 11.6. Volunteers are also invited to regular volunteer socials to give them the opportunity to meet other volunteers.
- 11.7. Owing to the sensitive nature of BRR's work, new volunteers are on probation for three months. During this period a volunteer may be asked to leave if the placement proves not to be working. In exceptional cases, this period may be extended.

12.VOLUNTEER EXPENSES



12.1. The member of staff responsible for the volunteer will agree normal working hours, which must coincide with staff being available, and associated expenses with the volunteer and the volunteer must seek prior agreement with their volunteer coordinator or if not available, Head of Services, before incurring additional expenses.

12.2. Principles:

- If any individual has financial issues which makes it difficult for them to volunteer we will ensure that they are able to volunteer by paying expenses in advance.
- All reasonable volunteering expenses will be reimbursed.
- Only actual 'out of pocket' expenses will be reimbursed.
- All expenses should be receipted wherever possible.

12.3. What expenses can be claimed for:

- Travel to and from the place of volunteering.
- Travel undertaken in the course of volunteering.
- Meals taken during the course of volunteering where no food is provided on site or the volunteer is working off site over meal times.
- Postage or telephone costs (if working from home).
- Other reasonable volunteering expenses with prior agreement of the coordinator. Where these are more often than a one-off payment, it should be agreed by the BRR Treasurer.

12.4. Expenses Rates

12.4.1. The Trustees, in consultation with the Volunteer and Interpreter Coordinators and other paid and unpaid staff, will review the rates on a regular basis. Current rates are:

- Transport to and from office: £5.30 maximum per day (in line with cost of a day bus pass).
- Car journeys on BRR business
 - within Bristol – 35p per mile
 - long distance – at cost of petrol
- Additional expenses: as agreed in advance with the Volunteer Coordinator(s)/ shift coordinator.



12.5. Conditions

12.5.1. Volunteers should travel by the cheapest form of transport available. Telephone costs are paid on production of a bill with pertinent calls marked.

12.6. Procedure for claiming expenses

12.6.1. Expenses can be claimed on the day from the relevant manager. Where not claimed on the day, the volunteer must fill in a volunteer's expenses form with attached receipts.

12.7. Volunteer expenses float

12.7.1. Volunteers who cannot afford or are not willing to pay expenses in advance can, in rare cases, have a float agreed. This float will usually be enough to cover a week's normal volunteering expenditure. Volunteers must sign an agreement to repay this float on leaving BRR.

12.8. Childcare expenses

12.8.1. BRR does not wish to deny anybody the opportunity of volunteering because of childcare responsibilities. However, BRR does not have the resources to pay for unlimited amounts of childcare for its volunteers. It may be possible to reserve a space for the children of member volunteers in the Early Years Project in discussion with the EYP Manager; in these circumstances, the member should not start volunteering until after dropping their child off.

13. TRAINING

13.1. Volunteers will be provided with in house and external training as needed and as funds allow.

13.2. Volunteers are expected to attend the Vicarious Trauma Training session.

13.3. All volunteers are expected to attend compulsory safeguarding training which will be offered at least annually.

13.4. Other trainings they must attend depend on their role e.g. Lamplight, New Member Interviews, Food Hygiene.

13.5. Advice Volunteers are expected to extend advice specific training as directed by the Advice Service Manager. If OISC accredited they are



also expected to maintain a Continuing Professional Development (CPD) Plan and Record on an annual basis and ensure that they have met their personal CPD requirements.

14.SUPERVISION

- 14.1. BRR is committed to providing ongoing professional development support to our volunteers, in particular to our member volunteers. The Volunteer Coordinator together with Service Managers are committed to and responsible for developing/providing opportunities for the purpose of ongoing professional development.
- 14.2. Attending daily debriefs and the minimum number of supervisions is compulsory.
- 14.3. We aim to provide appropriate supervisions in order to ensure volunteer wellbeing, these may take the form of group supervisions or reflective practice.
- 14.4. Volunteers must receive regular and day to day supervision from a coordinator who is on site and available at all times when they are volunteering.
- 14.5. All volunteers will be invited to attend one to one review meetings:
 - For Advice Volunteers, one to one meetings should take place at least 3 monthly.
 - For Welcome Volunteers, two-three supervision meetings annually will be sufficient depending on the role, with some on a schedule of (on joining) 1 month, 6 months, 1 year and then annually.
 - Supervision sessions might be group sessions or reflective practice session.
 - One to one meetings may take place more regularly where a need for this is identified by either the volunteer or supervising coordinator. Formal “1-1’s” will provide the volunteer with an opportunity to look at the wider aims of the placement and reflect on their role in the organisation.
- 14.6. Volunteers will be told who will be their main point of contact whilst they are volunteering and who else they can go to with concerns.



- 14.7. See appendix B – standard 1-1 forms.
- 14.8. Volunteers may be invited to attend Trauma Foundation South West support sessions depending on the role.

15.VOLUNTEER CONSULTATION AND INVOLVEMENT

- 15.1. BRR is committed to consulting and including its volunteers about its operation and service delivery. This is not only because volunteers are a valuable part of BRR but also because volunteers are an important voice from their communities, many of which will be the communities that BRR seeks to represent and provide services for. Volunteers also have large amounts of knowledge to bring to the organisation.
- 15.2. On a day-to day basis, the co-ordinator should ensure that he/she listens to, respects and acts on as appropriate the views and ideas of the volunteers. If an idea/view cannot be acted on, an explanation of the reasons for this will be given if appropriate.
- 15.3. Volunteers meet together with staff each day for a briefing/debriefing and discussion session.
- 15.4. Volunteers will be involved in evaluation work of the organisation.
- 15.5. Volunteers are free to attend Board meetings if they wish and to receive minutes. Occasionally, volunteers will be involved in away days.
- 15.6. Volunteers will receive a regular newsletter keeping them informed of BRR's developments and news.

16.VOLUNTEER ACTIVITIES OFF SITE

Taking members off site:

- 16.1. As part of the volunteer role BRR volunteers are not required to take members off site unless part of an activity organised by staff. However, on occasion volunteers do decide to take BRR volunteers off site; volunteers should be trained in understanding our Health and Safety and Safeguarding policies and therefore should be aware of the risks of doing that.
- 16.2. Volunteers will be asked to inform us if they are taking members off site but will be informed that they will be responsible for activities organised by them off site, whether or not they have made BRR aware. Where volunteers propose to take a member off site they should follow the Off Site Policy contained within BRR's lone working policy.



Volunteering off site:

16.3. At times, it may be necessary for volunteers to undertake their volunteer off site from BRR, where for example remote working from home is necessary. In these rare circumstances volunteers must first agree this arrangement with their line manager and the line manager must risk assess it. If agreed, the volunteer:

- will continue to be required to follow and abide by all BRR policies and procedures
- should ensure that they are working in a confidential space if handling/vocalising (if on the phone) any confidential information
- should ensure that they are using BRR computer unless agreed in advance with their manager who must ensure that use of personal devices has been risk assessed
- will only volunteer at a time when a staff member is available to support them and if delivering services to members remotely, agree to check in with a staff member by phone each day when they are volunteering
- The staff member must ensure the risk assessment is recorded and agreed by both sides before the volunteering off site goes ahead.

16.4. If volunteers are required to volunteer remotely, BRR will loan them equipment (e.g. laptop, mobile phone) for the purposes of volunteering:

- the equipment should only be used for the purposes of volunteering and not for personal use
- the equipment is considered the property of BRR and should be returned to BRR on request/when the person ceases volunteering
- volunteers are expected to take all reasonable care of the equipment and keep BRR informed if it is not working or broken immediately.

17.INSURANCE

17.1. Volunteers will be covered by insurance while carrying out agreed duties. Volunteers are covered by BRRs insurance whilst on site and whilst off site on BRR business which does not include when off site on an activity/excursion arranged themselves.



- 17.2. Volunteers using their vehicles in the course of BRR business should ensure that they are covered for business use.

18.EXIT INTERVIEWS

- 18.1. When volunteers move on from their role at BRR they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with a Volunteer Coordinator.
- 18.2. See appendix C – Exit interview questionnaire

19.VOLUNTEER RELATIONSHIP ENDING

- 19.1. On the basis of their voluntary work, volunteers may request a reference. We will usually only provide a factual letter confirming volunteering in the first 6 months but may consider providing a more detailed reference after 6 months.
- 19.2. BRR has a policy on how it will deal with any disciplinary issue regarding a volunteer which is separate from this policy.
- 19.3. A leavers checklist will be used to ensure those leaving are removed from having access to BRR information. This should also be used for volunteers taking a break from volunteering. A re-start checklist should ensure that appropriate checks are in place for those returning to volunteering after a break.

20.MONITORING AND EVALUATION

- 20.1. BRR will systematically monitor and evaluate its use of volunteers.

Date for Review/Who to Review: This policy will be reviewed three yearly by the Staffing Sub-Committee.

Reviewed: November 2022



Appendix A – Volunteer limits

1. Volunteer limits are calculated based on the amount of time a staff member has within their role specifically for volunteer supervision. The amount of time for this is however not specified in most roles. As a rule of thumb, it is anticipated that most staff roles would not spend more than one third of their time on volunteer supervision (and it may be significantly less), unless their role only involves volunteer coordination.
2. Staff should think realistically, with their manager, about how much time they have to supervise volunteers and then calculate an appropriate number of volunteers based on that.
3. Advice Team, Interpreters, Learning and Groups, PWB, Help desk, phone distribution, EYP, Asylum Guides
4. These volunteers require 3 monthly supervisions and a higher level of training and oversight. These could be in the format of 1-1 supervisions, group sessions or debriefs.
5. Limit of 14 volunteers for each day of dedicated volunteer supervision capacity (i.e. 30mins per volunteer per day a week). Based on staffing structure in 2022, this equates to:
 - Advice Team = 1 day volunteer capacity i.e. – 14 volunteers
 - Interpreters = 0.5 day volunteer capacity i.e. – 7 volunteers
 - Learning and Groups = 0.5 day volunteer capacity i.e. – 7 volunteers
 - PWB = 0.25 day volunteer capacity i.e.– 3 volunteers
6. Other volunteers not specified above
7. These are volunteers whose roles are more practical and where there are more regular debriefs and opportunities to talk to staff and where supervisions are less regular (6monthly for first year and then yearly) there is a limit of 28 volunteers for each day a week of volunteer management and supervision capacity (i.e. 15 mins per volunteer per day a week)



Appendix B – Volunteer 1-1 Standard Forms

Volunteer One to One

Name of Volunteer:

Name of Supervisor:

Date:

1. How's it going? How are you feeling about your role(s) and any other aspects of your experience volunteering with BRR?
2. What impact has volunteering had on you?
3. Are there any challenges we need to work through?
4. Are you having any issues with boundaries? Are you aware of the main points of our boundaries policy?
5. Really important to maintain impartiality. We're here to deliver services for all our members rather than build particular friendships
6. Are you aware of our safeguarding policy? Is there any situation or person you are concerned about that we should discuss
7. Is there anything you need training in to help you in your role as a volunteer? Could be either info about BRR, the asylum process or other information
8. Are there any areas of BRR's work you'd be interested in moving into? Or are you happy as you are?
9. Do you have any plans that mean you will have to stop or limit your volunteering with us in the future?



10. Anything else you'd like to feedback?

11. Practical Questions:

- Do you have new contact details ? If so, what are they ?
- Do you have a volunteer badge?
- Do you receive the Newsletter ? If not what's your email?

12. Any other messages/feedback to discuss with the volunteer?



Member Volunteer One to One

Name of Volunteer:

Name of Supervisor:

Date:

Part 1. How is it going?

1. How are you feeling about your role(s) and any other aspects of your experience volunteering with BRR?

2. Since you started volunteering, how happy are you with your role?

a) Very Happy

b) Happy

c) Not very happy

d) Not happy at all

3. Do you need any help with volunteering? Or are you having any problems

4. Are you aware of our safeguarding policy? Is there any situation or person you are concerned about that we should discuss?

5. Do you need training to help you in your role?

6. Do you want to change your role?

7. Practical Questions:



What is your current phone number

Do you use email? What is your email?

Do you have a volunteer badge?

Do you know about claiming expenses?

Part 2. Confidence and Skills

Confidence - has volunteering increased your self-confidence?

Yes/ No

Please give a score out of ten (0 is not at all confident, 10 is very confident)

Before VolunteeringOut of 10

After Volunteering (Now)Out of 10

Work Readiness - How “work ready” do you feel?

Not at all Completely Confident
0 1 2 3 4 5 6 7 8 9 10

- What is going well?
- What is holding you back?
- Agreed Actions together

What? Who? By When?



Skills/Experience - Since volunteering at BRR I have...

- a. Improved my English:
- b. Learnt new skills:
- c. Attended training:
- d. Received a certificate:
- e. Got a job

Well-Being or Happiness - Which of these are true about volunteering at BRR

- a. I enjoy helping other people:
- b. I like meeting new people:
- c. I learn new things:
- d. I enjoy keeping busy:

Do you have any suggestions for improvements or any feedback?



Appendix C – Exit Interview Form

Name of Volunteer:

Date:

We are sorry you are leaving BRR, thank you for your contribution. BRR could not happen without our volunteer team!

As a final voluntary effort for BRR would you mind taking the time to fill in this short questionnaire about your time with BRR.

1. How long have you been volunteering with us?

Less than 3 months 3-6 months 6-12 months 12-18 months
more than 18 months

2. Which roles have you carried out whilst volunteering with us?

3. What did you enjoy about BRR?

4. Have you developed your knowledge, skills or understanding through volunteering at BRR?

Yes/No

Please tell us more:

5. Were there any challenges you experienced while volunteering with us?

6. How well did you feel supported while at BRR?

Not at all Not very well Adequately Well Very well
supported



7. Do you feel more should have been done to support you at BRR?

8. Why are you leaving BRR?

9. Any other comments you would like to share regarding your experience of volunteering with Bristol Refugee Rights?