

HR & OD POLICIES

human resources and organisational development



Volunteer Procedure

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Introduction

This procedure sets out the process of recruiting and managing individual volunteers who are under the direct control and responsibility of an Aberdeenshire Council employee.

This process must be followed regardless of how frequently the volunteer will undertake work.

Individuals must be registered and enrolled under the corporate procedure to fulfil Health and Safety, training, legal and insurance requirements. Registration will also enable the volunteer to claim for expenses and access ALDO.

Following this procedure will help Line Managers fulfil the requirements of the Volunteers Policy.

While Volunteers are not employees of the Council the procedure to recruit is very similar with the same requirement for robust recruitment checks and record keeping.

Manager Responsibilities

Individuals who wish to consider volunteering, including employees taking on a volunteer role, require to be recruited and managed through the corporate volunteer procedure. This ensures that these individuals are covered under the Council's insurance policy and safeguards that all records, for example: training, legislative, pre-enrolment checks, attendance and, where relevant, vehicle insurance etc., can be captured, recorded and provided to our insurers in the event of any claim.

If an individual who was acting as our volunteer, was not registered under our policy, there is the risk our insurers could not defend the claim. This would result in higher premiums to the Council and additional cost to our services. Aberdeenshire Council's insurers wish us to have robust procedures in place to defend claims made against us and registering as a volunteer would be required for any individual, even if they are also an employee of the Council.

For the individual, enrolling as a volunteer, this also ensures that in the event of any negligence on the part of the volunteer, there would be cover provided under our policies.

Before progressing with the appointment of Volunteers Managers must familiarise themselves with these [Manager Responsibilities](#).

Step 1. Identify the Volunteer Role

It is important that Services give consideration to whether a volunteer role is suitable to support the delivery of the service.

It is essential that an appropriate Volunteer Role is used to ensure that both Manager and Volunteer fully understand the duties being asked of them; that all appropriate pre-enrolment checks have been carried out and that there are

appropriate Risk Assessment and [Insurance](#) in place. Existing Volunteer roles for each service area can be found below:

- [Health & Social Care](#)
- [Education & Childrens Services](#)
- [Infrastructure Services](#)

If none are suitable consult the [Volunteer Role Creation Guide](#) to help you set up an appropriate role for your service needs.

Step 2. Advertisement and Application

Once you have a Volunteer Role identified you can promote your volunteer opportunity and accept application forms.

The following documents should be emailed to anyone who expresses an interest:

- [Volunteer Application Form](#)
- [Covering email](#) wording

Completed applications are returned to the Manager and a meeting should be held with the potential Volunteer to discuss their application & the role in more detail.

If the role requires a Disclosure Scotland check, the manager should ask the potential volunteer to bring [two original forms of ID](#), and sign off the appropriate [Document Verification form](#) for your service area at the meeting.

When undertaking the volunteer recruitment process, the Line manager can check whether the necessary pre-enrolment checks for the volunteer role have already been obtained by emailing volunteer@aberdeenshire.gov.uk

Employees as Volunteers

Employees who wish to take on an additional volunteer role must be recruited under the corporate volunteer procedure. If the prospective volunteer is employed at the same location/service area of the volunteer role, the line manager can decide not to issue a volunteer application form, however personal details & next of kin form should be completed and retained. Thereafter, the remainder of the volunteer procedure should be undertaken in terms of recruitment, selection and management.

Step 3. Pre-Enrolment Checks

If the outcome of the meeting is to enrol the volunteer, then checks must be undertaken as identified in the Role Profile.

Checks MUST be Undertaken **BEFORE** Volunteering Commences

All volunteers require the following checks:

- [Right to Work](#)
- [One Reference](#)
- [Overseas Criminal Record Check](#) There may be a requirement due to an individual's circumstances

There may be a requirement, as identified in the role profile, to undertake further checks including:

- **Disclosure Scotland Check** (include PVG, Enhanced, Standard, Basic checks) Further details can be found in the [Disclosure Scotland Factsheet](#) and the [Disclosure Flowchart](#) should be followed for roles requiring this check.
- **Health Check: Food Handlers** - A Food Handlers Health check is required for all roles that are involved with Food Handling. The Line Manager will be advised of the outcome of the check by the internal Occupational Health Nurse Advisor.
- **Health Check: Drivers** A Driving Health check is required for all drivers of a minibus or Group 2 Vehicle. Further information can be found in the [Driving Roles Insurance](#) factsheet.

After obtaining all required checks for the volunteer role the appropriate communication should be sent to the volunteer confirming or declining their services: [Confirm Appointment](#) (including Volunteer Agreement, Role Description & Confidentiality Agreement) OR if checks are not satisfactory send the [Withdraw offer](#) letter (revise as appropriate with the reason for withdrawal).

If there is any doubt as to a volunteer's suitability this must be checked with HR - recruitmentadvice@aberdeenshire.gov.uk

Step 4. Volunteer Agreement, Induction & Training

Services must retain a current list and supporting documentation of all volunteer names, volunteer roles recruited to and relevant information, such as right to work checks.

Where Volunteers are under 18 additional considerations are required as outlined in the [Under 18 Factsheet](#).

Volunteer Agreement

Once satisfactory pre-enrolment checks have been completed the following documents must be shared with the Volunteer and, where appropriate, signed by the Volunteer:

- [Volunteer Agreement & Plan](#): This is binding in honour only and is not intended to be a legally binding contract. The agreement is flexible and can be changed by the Line Manager or the volunteer at any appropriate time. If there is any change in the circumstances of the volunteer which would prevent them volunteering or changes their availability, they should be asked to give the Line Manager as much notice as possible.
- [Volunteer Role](#): this gives an overview of the tasks that the volunteer has expressed an interest in.
- [Confidentiality Agreement](#): Line Managers must ensure that all volunteers complete the Confidentiality Agreement and where the volunteer role processes Aberdeenshire Council personal data the table on page 5 should be completed. Copies of this agreement should be kept in the volunteer file maintained by the Line Manager. There are specific considerations for those [volunteers who are under 18](#).
- [Volunteer Responsibilities & Support](#) - Volunteers should familiarise themselves with this information

Volunteers must regard all information they have access to, or are given, as a result of their volunteering as being confidential unless advised otherwise.

Induction & Training

Volunteers should receive a full induction and appropriate training. Further details can be found in the [Induction and Training](#) Factsheet. Volunteers should also be made aware of the following procedures as part of their induction.

- [Confidentiality & GDPR](#)
- **Driving** Where a role involves driving Line Managers should make volunteers aware of the Council's [Driving at Work policy](#).
- [Social Media Policy](#): Volunteers should be made aware of Aberdeenshire Council's [Social Media Policy](#). This sets out guidance for employees and volunteers in using Social Media sites such as Facebook and Twitter in relation to Aberdeenshire Council.
We would expect volunteers to adopt the same approach to the use of social media as applies to Council employees. Any discussion about the Council or a service it delivers must be factual and any posts or comments which bring the Council into disrepute could result in the termination of this volunteer agreement. Please find further guidance and policy [here](#).
- [Insurance](#) You must ensure that appropriate Insurance and Risk assessments are in place for the volunteer.

Step 5. Management of Volunteer Information

Services must retain electronic, secure files for all their Volunteers.

Line Managers should ensure files are held electronically and locked down to restricted access. A file should be held for each volunteer, regardless of frequency of use, by the establishment or service area they work for. Guidance on Document storage can be found [here](#) (accessed through the askFRED link on the Arcadia Homepage). Or contact your lead record management officer in your service.

A file should be made up for each volunteer, a full list of the documents it should contain can be found here: [Volunteer Record Keeping](#)

Retention

Documents must be retained for the duration of the volunteer placement and for termination date plus 6 years and be stored in line with the correct [Retention Period Guidance](#).

Step 6. Managing Volunteers

Expenses

When claiming for expenses a volunteer is treated no differently to that of any other Payee from the Council. All expenses must be agreed by contact officer or line manager before incurring. Further guidance can be found in the [Volunteer Expenses Factsheet](#) and be claimed using the [Volunteers Expenses Form](#).

Absence

Volunteers are asked to inform their line manager if they will not be available due to illness, holidays or for any other reason. It is helpful if volunteers can give the Council as much notice as possible so that cover may be arranged.

The Council acknowledges that there may be occasions when volunteers may wish to take a break from volunteering for a period of time and they should be asked to give as much notice as possible to their Line Manager.

If a volunteer no longer wishes to offer their services, they should let their line manager know with as much notice as possible.

Resolving Disagreements

Volunteers can discuss any concerns they have with their line manager at any time and will be supported to resolve any concerns where necessary. Where the matter concerns the line manager, the problem should be referred to the next level of management. Every effort should be made to resolve the matter through informal discussion. Points of action and agreement made may be noted. The complaints procedure can be followed if informal discussion does not resolve the concern.

Misconduct of Volunteers

The following factsheet provides further information on managing [Misconduct of Volunteers](#)

PVG Referral

The 2007 Act requires Aberdeenshire Council to make a PVG referral for any volunteer if he/she harms a child/protected adult or puts a child/ protected adult at risk of harm and are dismissed or moved away from access to children/protected adults as a consequence.

Prior to any PVG referral being made this must be discussed with an HR Advisor by contacting askHR.

Please refer to [PVG Duty to Refer](#)

Step 7. Leavers Process

When a Volunteer no longer wishes to provide their services there is no minimum notice period, however a volunteer should provide as much advance warning as possible.

If a line manager wishes to end the volunteer agreement, they should also do so with as much notice as possible.

On an annual basis the [End of Volunteer Agreement letter](#) should be sent by the line manager responsible along with the [Pro Forma](#).

Retention

Documents must be retained for the duration of the volunteer placement and for termination date plus 6 years and be stored in line with the correct [Retention Period Guidance](#).

INDEX OF DOCUMENTS

Revision Date	Previous Revision Date	Summary of Changes
29-11-2012	-	Creation of all Documents
27-02-2014	29-11-2012	Revision
01-05-2105	27-02-2014	Revision
09-09-2016	01-05-2015	Revision
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