



Volunteer Policy

Introduction

This Volunteer Policy sets out the principles by which CCAA works with volunteers, the benefits it gains from its volunteers and the benefits that volunteers expect to gain. The Policy sets out standards for recruitment, induction and appointment of volunteers to ensure that both the volunteers and CCAA's expectations are met. It provides for fair and equal treatment of its volunteers.

This Policy applies to all volunteers, including Trustees, Committee Members, Area Rep Volunteers and other volunteers.

A volunteer is someone who freely gives their time to undertake tasks and activities to help CCAA achieve its aims without payment or expectation of payment. The arrangement is voluntary on both sides and either side can bring this to an end.

Our Volunteers are:

- 1) Trustees
- 2) Committee Members – who may also be Trustees
- 3) Area Rep Volunteers
- 4) Weekend Volunteers
- 5) Fundraisers – those who give their time to deliver a specific activity to raise funds for CCAA. These are “in aid of” supporters with no obligations to CCAA and are outside of volunteering.
- 6) Other people who offer their skills and expertise to the charity

Recruitment

Volunteers bring a wealth of knowledge, experience, skills and expertise to CCAA.

CCAA seeks and values the following attributes for volunteers to bring to the organisation:

- a) a genuine interest in helping families and young people affected by Juvenile Idiopathic Arthritis (JIA).
- b) non-judgemental attitude
- c) willingness to listen
- d) understanding, commitment and reliability

CCAA is not able to accept applications from those not willing to commit to CCAA's aims and objectives or those that CCAA consider to be unsuitable for the role.

Applying to be a Volunteer

Volunteers will be recruited via the website, social media, weekends as well as Area Reps, who have been recommended by Health Professionals.

They will fill in an online application form and a DBS form.

A DBS (Disclosure and Barring Service) check is required to comply with regulations but having a criminal record will not necessarily bar someone from volunteering. This will depend on the nature of the position and circumstances and background of offence.

Two written references will be taken up to help confirm suitability for volunteering.

Induction and Training

Volunteers will already have skills, knowledge and attitudes gained from their own education, work, life experiences and previous volunteering. In order to ensure they are equipped for the role, when possible, they will be given the opportunity to undergo induction and training. In the future, for the Area Rep Role, volunteers training events will be planned, linking with other organisations. This will ensure that they have the ability to make a difference to the lives of families affected by JIA and the following opportunities:

- to be part of a well respected national charity
- to further their own personal development and experiences
- networking opportunities and interaction with other volunteers and JIA families and Health Professionals

All volunteers must read the Code of Conduct Policy.

Management and support of Volunteers

Volunteers should have regular and appropriate and mutually agreed contact with a named person from the CCAA Committee eg: Area Network Co-Ordinator or Chair.

There will be an Annual Review for Area Reps to discuss the role, share feedback, and identify development and support. This could be face to face, telephone or skype. Within this there will be a process to enable volunteers to raise issues they may be concerned about.

In the future CCAA hope to provide appropriate recognition and occasions to celebrate volunteers and their work.

Expenses

CCAA endeavours to reimburse volunteers reasonable out-of-pocket expenses. Volunteers expenses will be paid in accordance with CCAA Reimbursement of Expenses Policy. No volunteer should be out of pocket while volunteering for CCAA.

Insurance

CCAA provides Employers Liability and Public Liability Insurance for its Volunteers whilst volunteering for CCAA events.

Equal Opportunities

CCAA is committed to building a diverse organisation that is responsive to the needs of JIA families.

CCAA is also committed to equal opportunities at all stages of Volunteer Recruitment. Recruitment of Volunteers will be undertaken with respect to the Equal Opportunities Policy.

Health and Safety

All volunteers will be provided with appropriate information, supervision and training required to enable them to complete voluntary work safely.

The procedures and guidance are outlined in the Health and Safety Policy which volunteers will be signposted to.

Confidentiality

All volunteers are required to comply with CCAA's Confidentiality Policy with regard to dealing with JIA families.

In complying with the General Data Protection Regulations (GDPR) 2018, CCAA will treat in confidence information it holds about volunteers. Volunteer information such as application forms and references will be stored in a safe and secure (encrypted) location.

Agreed by Committee at meeting on: Tuesday 26th March 2024

Review Record

Review Date:	Reviewed By:	Comments:
March 2027		