

“Thank you for choosing to volunteer with us on our Tenants Panel/Scrutiny Panel and in getting actively involved in delivering services to your community. As a volunteer your contribution to the organisation is valued and we recognise the benefits that you will bring to us and the opportunities you will gain during your time with us. Volunteering will give you the chance to broaden your skills and meet new people. Whatever your volunteering role, you will have access to relevant training, preparation, support and guidance throughout. We will do everything we can to ensure your volunteering experience is positive, enriching and enjoyable”



VOLUNTEER POLICY

.....

a guide to customer involvement

If you are interested in volunteering with Castlehill Housing Association please contact one of our Tenant Participation Officers:

01224 625822 or email: info@castlehillha.co.uk
or write to us at Castlehill Housing Association
4 Carden Place, Aberdeen AB10 1UT.

Castlehill Housing Association
4 Carden Place,
Aberdeen AB10 1UT

Tel: 01224 625822
Fax: 01224 625830

W: www.castlehillha.co.uk
E: info@castlehillha.co.uk

Office hours are:
Mon - Fri 9.00am - 5.00pm

Registered Charity Number: SCO13584



Tenant
approved



available in
other formats

Castlehill Housing Association aims to:

- Provide high quality affordable housing, and an efficient, responsive and personal housing management and maintenance service.
- Provide appropriate support services to sustain independence and quality of life.
- Contribute towards sustaining rural communities through providing housing, associated employment and using local maintenance contractors



Purpose of this policy:

The purpose of this policy is to provide guidance for volunteers working with Castlehill Housing Association.

Our commitment to our volunteers:

We recognise the important contribution which our tenants and other service users make to the aims and objectives of the organisation.

We want to encourage the involvement of volunteers in our work. Staff members are encouraged to welcome and assist our customers to join our Tenants Panel or Scrutiny Panel and to take on productive volunteering roles that are of benefit both to our volunteers and the organisation.

Castlehill will provide our volunteers with:

- Clear information about different ways of getting involved, with task descriptions and expected time commitments, outlined either verbally or in written form.
- An induction to the work of Castlehill, including staff roles and staff structure, access to relevant policies and any training appropriate to the nature of the task they are to perform.
- A named person who is responsible for providing regular support, guidance and feedback.



- Clear information about out of pocket expenses and simple and straightforward systems for claims and payments.
- A commitment to help pay for childcare, where appropriate, to enable attendance at meetings.
- A trial period for the benefit of both volunteers and Castlehill to allow both parties to review progress and suitability.
- Opportunities to participate in decision-making where appropriate.
- Information on the insurance cover provided.
- Information and guidance on health and safety.

Castlehill expects our volunteers to:

- Work within the aims and objectives of the organisation.
- Follow our volunteering Code of Conduct.
- Use support, guidance and feedback offered and to participate in appropriate induction.
- Keep to agreed commitments and, when unable to do so, inform Castlehill.
- Maintain confidentiality of all privileged information to which they are exposed while serving as volunteers.
- Disclose information, which may have an effect on their suitability to volunteer, at any time during their involvement with Castlehill including any training requirements. Such information will be dealt with confidentially.



Castlehill expects our staff to:

- Welcome the opportunity to involve our tenants and customers in the work of the Association.
- Work with our volunteers on our Tenants Panel/ Scrutiny Panel to improve/enhance the service given by Castlehill.
- Give respect and due consideration to the work done by our Tenant/Customer volunteers.

Resolving any problems:

- It is hoped that volunteers and Castlehill will work together and that both parties will benefit from such work. However, it has to be accepted that problems may occur.
- In order to deal with situations in as positive a way as possible, both parties will be able to use a grievance procedure (see Code of Conduct). The aim of the procedure is to assist both parties to find an acceptable solution to any problems.
- Ultimately any situations can be referred to the Committee of Management for a final decision.

Recruitment of volunteers:

Our tenants and other customers are encouraged to join our Tenants Panel and/or Scrutiny Panel. Volunteers will be recruited on an equal opportunity basis. The main recruitment driver will be the person's suitability to the task. In the event of a volunteer not suiting the task Castlehill will hope to agree another suitable task.

Records:

We will set up a record for each volunteer, including dates of involvement, training undertaken, volunteering services and tasks undertaken, which will be kept up to date and confidential. Where appropriate Castlehill will provide references for volunteers. A Personal Development Plan can be made available to all our volunteers.



ACVO endorsement:

We consulted with ACVO (Aberdeen Council of Voluntary Organisations), the local Third Sector Interface with responsibility for volunteer development and promoting good practice in volunteering in Aberdeen and they have endorsed this policy.