



Transforming S&D Rail Links CIC Volunteer Policy

Transforming S&D Rail Links CIC (TSDR) is an organisation made up of volunteers who give freely of their time because they are committed to the aims and principles of the organisation and believe in the value of the project. TSDR is made up of different types of Volunteers some of whom are members of the organisation, others are supporters.

Volunteers enable us to meet the social and environmental goals of TSDR. Volunteers allow us to increase the flexibility of our work, reaching out to more of the community. Volunteers bring knowledge and experience that benefits and enhances what we do at TSDR. TSDR values the participation of volunteers in our activities.

Our Commitment to Volunteers

- Volunteers will be recruited in line with our Equal Opportunities Policy.
- Volunteers are a valuable part of TSDR, and their skills and talents will be used well and respected.
- Volunteers will be given appropriate training, support and supervision.
- Volunteers will be given a clear description of their tasks and there will be regular discussions with volunteers to ensure their tasks are appropriate and rewarding.
- TSDR will have a proper system for volunteers to claim expenses and will pay them promptly.
- Volunteers involved in physically installing the route (as oppose to volunteers who work from home), will be covered by relevant insurance and TSDR will ensure that they can work in as safe and healthy environment as possible.
- All staff will be encouraged to value and motivate volunteers. Working with volunteers will form part of the induction for any new staff members.

Volunteer Policy Guidelines Recruitment:

All prospective volunteers will be informally interviewed. This will provide an opportunity for the prospective volunteer to find out about TSDR and the tasks they would be expected to undertake. It will also enable TSDR to ensure that the volunteer's needs, skills and interests are most suitably matched to the volunteering role.

If a potential volunteer is not right for TSDR the volunteer will be told the reasons and other voluntary work will be discussed and suggested.

Getting started and supervision:

A new volunteer will receive an induction which will include an introduction to the policies and procedures of the organisation. They will be given full guidance and instruction for every task and will be supported by TSDR members until they are fully confident to undertake the volunteering tasks. Volunteers will have access to the directors of TSDR, and there will be regular meetings and supervisory discussions to ensure a volunteer feels fully supported at all times.

Compliments, comments and complaints:

If the volunteer is dissatisfied with any aspect of their volunteering, they should talk to a Director of TSDR at the earliest opportunity. TSDR aims to resolve any problems experienced by volunteers promptly. TSDR welcomes feedback from all its volunteers on any aspect of its work. Leaving: It will be recognised by TSDR that a volunteer will move on and there will be no pressure put on them to remain. An exit interview will be offered to give the volunteer a chance to give constructive feedback and for TSDR to learn from their experience.

Responsibilities of volunteers:

- To treat everyone associated with the organisation with courtesy and respect.
- To be reliable, particularly with agreed arrangements and to communicate the agreed level of commitment.
- To co-operate with other volunteers.
- To undertake relevant training when necessary.
- To exchange information and feedback.
- To ask for support when and where it is needed.
- To respect the confidentiality of members, and the organisation.
- To notify the appropriate person if you are unavailable or unable to fulfil your volunteer duty.