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Volunteer Policy

Ponsanooth Hall Management Co. no. 07416195 Registered Charity no. 1142542

Introduction

PHMC believes in equal opportunities and diversity. We strive to deliver a varied and diverse range of activities within the Hall which promote a community spirit.

Our main objective is to make the Ponsanooth Hall the social hub of our community for everyone within the village and the surrounding areas.

In line with this PHMC seeks to involve volunteers to:

- Ensure our events meet the needs of our community
- Ensure the community are actively involved in PHMC.
- Provide opportunities for all ages of the community to develop new skills and perspectives
- Increase our contact with more people in the community
- Be fully aware of all PHMC's policies and procedures and to carry all relevant and necessary accreditation.
- Be prepared to attend training courses as required by PHMC
- Be prepared to complete Monitoring and Evaluation Forms and other means of reporting user numbers and satisfaction to the Administrator for presentation to PHMC Monthly Executive Committee.

Principles

This Volunteering Policy is underpinned by the following principles and PHMC will ensure:

- That volunteers are made to feel welcome and included and that their contribution, on whatever level, is facilitated to enable them to contribute to PHMC's work.
- PHMC is run completely by volunteers (save for the Administrator who may be employed by PHMC).
- That members of the PHMC work positively with each other and with all other volunteers.
- PHMC will actively seek to attract and involve volunteers in their work.
- PHMC recognise that volunteers require appreciation and satisfaction for their contribution and we will seek to help volunteers meet these needs.
- PHMC will provide any training required and will ensure there is a safe and pleasant environment to work in.

Practice Guidelines

The following guidelines deal with practical aspects of the involvement of volunteers.

Recruitment

All prospective volunteers will be informally interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised. Volunteers will be required to undertake appropriate Training and Accreditation.

Expenses

- All volunteers will have any monies paid on behalf of the PHMC reimbursed when a receipt is provided to support the expenditure.
- Prior authority for expenditure in excess of £20 will require prior written authority from the Administrator and from the PHMC Monthly Executive Committee for expenses over £50.
- Volunteers may be offered a meal or refreshments by prior agreement of the committee, a decision will be made per event in relation to the number of hours being worked.

Induction and training

All volunteers will receive an induction into PHMC and Ponsanooth Hall and the area they will be involved in. Training will be provided as appropriate.

Support

All volunteers are welcome to contact any member of the committee. All volunteers will be given guidance and constructive feedback on their progress. We request that all volunteers discuss what involvement they would like to have and air any problems.

The Volunteer's Voice

Volunteers are encouraged to express their views about matters concerning PHMC Ponsanooth Hall and its work. Any member of the committee can be contacted and where required the issue or suggestion will be raised at the committee meeting. Where requested confidentiality will be maintained.

Insurance

All volunteers are covered by Ponsanooth Hall Management Company's insurance policy whilst they are on the premises or engaged in any work on PHMC's behalf.

Health and Safety and Other Policies

Volunteers are covered by Ponsanooth Hall's Health and Safety Policy, a copy of which (together with PHMC's other Policies) is on our website and available from the Company secretary.

Equal Opportunities

PHMC operates an equal opportunities policy. A copy is on our website and available from the Committee secretary. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

Problem Solving

We aim to identify and solve problems at the earliest possible stage. Any complaints either by or about volunteers should be raised to a member of PHMC who will decide on the appropriate course of action at the time; that member of PHMC is required to discuss, at least the salient points, of how the issue has been dealt with at the next meeting to ensure consistency and fairness.

Confidentiality

All volunteers are required to observe confidentiality where appropriate and/or requested to.