

CAAT's Volunteer Policy (October 2015)

Campaign Against Arms Trade highly values the contribution from its many volunteers and is committed to supporting them during their time with the organisation. CAAT strives to ensure that the relationship between staff and volunteers is productive and beneficial to both.

It is our policy not to ask a volunteer to work for CAAT for more than seven hours a week, unless additional hours include personal development work for the volunteer and are limited to a fixed period. If a volunteer is assigned to core work for more than seven hours a week on a regular basis CAAT could soon become overly dependent on them. It could then be argued that the tasks we're asking the volunteer to do are essential to CAAT's work and therefore should be paid.

Induction

It is important the volunteer feels welcome to the team when they start. Every new volunteer is assigned a member of staff who is responsible for the support and allocation of duties for the volunteer. As part of the volunteer's induction the Office Co-ordinator will:

- Give them a tour of the CAAT office
- Show them the fire exits and explain CAAT's fire procedure
- Introduce them to other members of staff and volunteers, outlining their role at CAAT
- Carry out any necessary risk assessments and ensure the office is a safe environment to work in
- Show them CAAT's first aid box and explain the organisation's Health & Safety policy
- Explain how CAAT supports its volunteers and how to claim expenses
- Show them how to find all of CAAT's policies and procedures
- Create an email address and database log-in, if necessary
- Give any necessary training on CAAT's database or other office systems, if necessary

The member of staff responsible for the volunteer will:

- Ensure they are clear about their roles and responsibilities
- Find out what the volunteer hopes to gain from the role
- Show them how to use CAAT's IT systems and work areas, if necessary

Volunteer Support

The member of staff responsible for a volunteer should facilitate a good working relationship within the CAAT team. After the first three months of working for CAAT the member of staff will hold a volunteer review meeting with the volunteer. The aim of this review is to ensure:

- the volunteer's motivational needs are being met
- their workload is manageable
- they feel valued and supported by the organisation
- they can express any issues or suggestions they may have

After the first review meeting regular review sessions will take place annually to monitor how the volunteer is getting on (unless the volunteer and member of staff feels they should review more often).

It is the responsibility of the member of staff carrying out the review to deal with or follow up any issues that arise during these meetings.

Problems

Any issue a volunteer has with a member of staff, another volunteer or the organisation, and similarly, any issue another volunteer or staff member has with a volunteer, will be dealt with using CAAT's volunteer grievance policy (shown to the volunteer on their induction).

Every volunteer should have a personnel record saved in the WorkArea. This can include; their CV, start date, training information, review notes and any complaints or grievances made by or towards them.

These can be viewed by the volunteer if they wish.

Communication

CAAT appreciates that good communication is vital for ensuring volunteers understand the relevance of their role within the organisation and feeling they are involved in working towards CAAT's overall campaign aims. This communication is primarily done through the staff member responsible for the volunteer. CAAT also:

- sends out regular news bulletins to keep them informed of what is happening within the organisation
- pins relevant notices and messages to the volunteer noticeboard
- keeps the minutes from all weekly Workplan and Steering Committee meetings in a communal place for all to read, though sometimes these are slightly edited due to issues of legal or staffing confidentiality.

- invites volunteers to communal lunches so they can learn more about the individuals working at CAAT and ask questions about the organisation

Leaving CAAT

When a volunteer leaves CAAT the Office Co-ordinator will carry out an Exit Interview with them. The aim of this meeting is to ascertain whether:

- the volunteer gained the skills and experiences they wanted during their time working for CAAT
- they felt supported and valued
- there are any improvements CAAT could make

The Office Co-ordinator will bring any issues or suggestions made during the Exit Interview to Workplan.