Proposed	*June 2023*
Approved	
Next Review	

Malvern Cube Volunteer Policy

This volunteer policy sets out the charity's approach to volunteering. It explains the role of volunteers in the organisation, what is expected of volunteers and how they are supported by Malvern Cube.

Introduction

Malvern Youth and Community Trust (MYCT) run the building and grounds known as Malvern Cube, which are used by the local community and the general public. MYCT hire out rooms and the venue to local groups and individuals, provide a community café, allow open access to Cube grounds and also deliver activities, events and performances.

We operate for the community, by the community and are a volunteer-led organisation. Volunteers bring skills, expertise, time and passion to Malvern Cube, add capacity to our activities and enable us to respond to community demands. We rely on our volunteers to ensure that Malvern Cube serves the local community well and continues to develop and expand as a popular and well-supported amenity.

Who can volunteer with us?

Malvern Cube is an inclusive, welcoming and vibrant community which benefits from having volunteers in various capacities, including:

- The Garden Café
- Events
- Meeting and greeting visitors
- Office administration
- Gardening
- Caretaking
- Marketing and promotion
- Charity trustees

We welcome volunteers who are interested in a specific volunteering role and also those who may be able and willing to work in a range of capacities. Generally, volunteers make a regular commitment, although some opportunities may allow a more ad-hoc approach. Usually, volunteers will work alongside paid staff, other volunteers and trustees and most will be expected to interact with visitors to and customers of Malvern Cube.

We aim to match the skills, interests and time commitment of volunteers with available roles and tasks at any given time. To this end, we will maintain a checklist of areas of work where we have identified that a volunteer contribution will be effective. Where potential volunteers have particular skills and interests, we will try to accommodate these where appropriate to our needs.

All volunteers are covered by the charity's Equality, Diversity and Inclusion Policy, which is made available and accessible to them. Volunteers are required to comply with our policies and are protected by the Health and Safety at Work etc Act 1974 and the organisation's public liability insurance.

Everyone engaged in activities at Malvern Cube has shared responsibility for health and safety, as set out in the charity's Health and Safety Policy.

Employees and volunteers have a duty to promote the welfare and safety of vulnerable adults as set out in the organisation's Safeguarding Vulnerable Adults Policy.

Recruitment

Volunteers are recruited in a range of ways, including word of mouth, our website, social media, advertising at Malvern Cube and other promotional opportunities as and when the need arises.

Anyone interested in volunteering at the Cube is required to:

- Complete an application form (with support, if required)
- Attend an informal interview
- Be deemed safe and suitable for the position(s) for which she/he is applying
- Provide two satisfactory references
- Complete an induction session to ensure that the requirements of the volunteer position are understood

Volunteers with additional needs

We actively promote equality of opportunity and positively welcome applications from people who may live with illness or disability or face other barriers to volunteering. We have a duty to safeguard all staff, volunteers and visitors and will take all reasonable steps to ensure that we can accommodate suitable applicants. Where an applicant has additional needs, we will complete a risk assessment with the individual and their carer or support worker, to ensure that we can meet the applicant's needs. We regret that we do not have the staff capacity to support volunteers by working alongside them, so any applicant requiring one-to-one support will need to be accompanied by their own supportive adult whilst volunteering at the Cube.

Ongoing support

Volunteers are expected to work co-operatively with the appropriate member(s) of staff and other volunteers, as set out in the induction session.

All volunteers will be invited to attend a quarterly meeting with the Centre Manager. All volunteers will be sent an email every six months so they can provide feedback on their experiences and make suggestions about any changes or developments they feel would be

helpful. Individual volunteers may also be featured, with their consent, in our monthly newsletter.

It is important to us that volunteers recognise the value of their contributions to the Cube and that they feel an integral part of the organisation and we will invite them to celebratory events, the annual general meeting of the charity and other occasions as they arise.

Volunteers are entitled to free refreshments during their volunteering sessions.

We want volunteering at Malvern Cube to be an enjoyable and rewarding experience for everyone involved, but where volunteers have any complaints or concerns, they are encouraged to raise these with the Centre Manager. Where appropriate, volunteers may use the Complaints Procedure.

Training

Volunteers will be offered additional free training opportunities, both in-house and externally, including Fire Marshall training, First Aid and Safeguarding. All volunteers who will be handling food will be required to have successfully completed appropriate Food Hygiene training before undertaking that role. We will respond to any training needs as they arise and actively promote opportunities for professional development. We also welcome suggestions from volunteers about additional training which would be helpful.