



Volunteer Policy

Living with Aphasia exists to bring together people living with aphasia to support and share strength from one another and rebuild confidence whilst also promoting awareness of aphasia.

It does this by:

- providing opportunities for people with aphasia to meet together for supported conversations at drop-in meetings.
- providing opportunities for training in aphasia and best practice in communication with people with aphasia to the public and related interested professionals/agencies.
- providing opportunities for volunteers to support the group in achieving its aims.
- offering opportunities for participation by people who might otherwise be excluded.

This volunteer policy sets out the principles and practice by which we involve volunteers.

Principles

Living with Aphasia:

- Recognises that voluntary involvement brings benefits to volunteers themselves and to service users.
- Will ensure that volunteers are properly integrated into the activities of charity.
- Recognises that volunteers require satisfying involvement as well as the provision of training to enable them to work effectively.
- Will endeavour to identify and cover the costs of involving volunteers.
- Recognises that the management of volunteers requires designated responsibilities.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible.

Recruitment

Recruitment of volunteers will generally be from all sections of the community and will be in line with the *Living with Aphasia* Equal Opportunities Policy. Positive action in recruitment may be used where appropriate.

People interested in becoming volunteers with *Living with Aphasia* will be invited for an informal talk with the appropriate contact person.



reconnecting with life

They will be given a volunteer handbook including general information about the organisation and specific information on the volunteer role in which they are interested.

All volunteers will be asked to complete a simple registration form and to supply two references. Where applicants are not placed in the role applied for, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles with other volunteer involving organisations.

Volunteer Agreements and Voluntary Work Outlines

Volunteers will receive a role description and volunteer agreement containing information about their role and a clear idea of their responsibilities and the volunteer's responsibilities to them.

Induction and Training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken if possible.

Support

Volunteers will be assigned a named contact person who will provide regular support. Support will provide the opportunity for ongoing dialogue about the volunteering role and any advice and guidance as needed.

The Volunteer's Voice

Volunteers will be consulted in decisions which affect them.

Records

Minimum details will be kept on volunteers. This will include the registration form, references, placement details, emergency contact, correspondence and any other relevant information in accordance with *Living with Aphasia* confidentiality policy.

Expenses

Living with Aphasia will ensure that there is an accessible system to enable volunteers to claim out of pocket expenses.

Insurance

Volunteers will be covered by insurance while carrying out agreed activities.

Health and Safety

Living with Aphasia will take all reasonably practicable steps to ensure the health of volunteers, and their safety and welfare while involved in the activities of the group.

Equal Opportunities

Volunteers and staff will work in accordance with *Living with Aphasia's* equal opportunities policy and will prevent discrimination on any grounds.

Problems

Living with Aphasia has a policy to help deal with grievances that volunteers may have. In line with this grievance policy volunteers have the right to discuss any concerns they may have with their named contact at any time.



Endings

When volunteers move on from their role at *Living with Aphasia* they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with the contact support.

On the basis of their voluntary work, volunteers will have the right to request a reference. Volunteers will be supported to move on to other options. *Living with Aphasia* has a policy on how it will deal with any disciplinary issue regarding a volunteer.

Monitoring and Evaluation

Living with Aphasia will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy. This policy will be reviewed bi-annually.

Our volunteer policy was last updated on 25.10.18.