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# Volunteer Policy

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Coolmine Therapeutic  
Community

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Policy

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1. Responsibility for approval of policy	<i>Board of Management</i>
2. Responsibility for implementation	<i>CEO</i>
3. Responsibility for ensuring review	<i>Operations Manager</i>

## Policy Statement

Coolmine Therapeutic Community is committed to a consistent and supportive approach to volunteers that best meets the needs of the service user, the volunteer and the needs of the organisation.

## Purpose

This policy has been produced to provide guidance on all aspects of volunteering within Coolmine Therapeutic Community. It aims to ensure that there is a positive and mutually beneficial volunteering arrangement and that volunteers are properly recruited and well managed.

## Scope

This policy applies to all volunteers within Coolmine Therapeutic Community from members of the management committee to workers.

## Principles

Volunteers however, be able to demonstrate a commitment to the aims of the organisation and will only be taken on if their needs as volunteers match the needs of the organisation. All volunteers will be subject to Garda vetting in line with Company policy.

Coolmine Therapeutic Community may, at any time, and for whatever reason, decide to terminate volunteers' relationships with the organisation. Similarly, volunteers may at any time, and for whatever reason, decide to terminate their relationship with Coolmine Therapeutic Community. Notice of such decisions should be communicated at the earliest opportunity, preferably in writing.

## Volunteer Management Procedures

- Volunteer personnel records will be kept and they will be accorded the same confidentiality as staff records.
- Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering.
- Volunteers should be familiar with and work in line with Coolmine Therapeutic Community policies and procedures.
- Volunteers are provided with appropriate work sites and will have access to space, equipment and facilities necessary to effectively fulfil their duties.
- Working hours will be agreed with the line manager and agreed in writing. If the volunteer can not fulfil these arrangements then as much notice as possible should be provided
- Volunteers should be reliable and punctual, and appearance should be appropriate for professional relations.

## Volunteer Training and Development

All volunteers should receive an induction process, on the organisation and the requirements of their role. This should be delivered by the Volunteer Co-ordinator and will include an the initial induction training which familiarises the volunteer with Coolmine Therapeutic Community, its policies and procedures, core values and ethos as well as orientation of the purpose and responsibilities of their specific role.

Volunteers are encouraged to identify their training needs, which will help them to perform their roles better and which would aid their personal development and will have the opportunity to access:

## Volunteer Supervision and Evaluation

Each volunteer must have a clearly identified supervisor who is responsible for their day-to-day management. When not available to work, volunteers should inform their line manager as soon as possible, so that alternative arrangements can be made.

Volunteers and their supervisors should meet every six weeks to review their work, based on role descriptions.

## Volunteer Expenses

Volunteers will be reimbursed for out of pocket expenses incurred directly as a result of their volunteering activity. Expenses covered are:

- Public transport to and from the service - up to a maximum of €6.00 per day.
- Volunteers are encouraged to use public transport to and from the service. If car travel is unavoidable, they may claim up to €7 per day, (i.e. 14 miles).
- A lunch allowance of €5.00 if working off site for over 4 hours
- Exceptional costs agreed in advance with the manager
- Specialist protective clothing or other essential equipment
- Any work related travel may be claimed and the prevailing mileage allowance applies.

## Procedures

The following procedures should be used for claiming expenses:

- Costs can only be reimbursed for receipts submitted.
- Volunteers must submit an expenses form to the manager for approval and email soft copy to Finance.
- Expenses must be submitted within one month of being accrued.

Insurance is provided to cover all volunteers working on behalf and at the direction of the organisation.

## One-off Volunteer Opportunities

Volunteer placements for a one off activity such as at a fundraiser event or one off activity will not be subject to all the recruitment procedures.