

Frome Town Council

Constitution

Temporary Volunteer Policy

During the Coronavirus Outbreak

Policy adopted: 22 April 2020

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Introduction

In this time of national crisis, volunteers will provide a vital service to members of Frome community who are unable to leave their houses and access services and goods that they need.

This temporary volunteer policy sets out the principles and practice by which we will involve volunteers. The [volunteer handbook](#) gives further details about the support and procedures in place for volunteers.

Status of Volunteers

A volunteer is not an employee and will not have a contract of employment.

We will match volunteers with specific tasks requested by people in need and will ensure that the tasks are within government guidelines for permitted activity. It may be that they remained matched to the same person and have direct contact with them for future requests.

At any stage volunteers can withdraw their support or cancel an agreed activity.

Our organisation recognises that in this period of extraordinary need, many of the people volunteering will be doing so in the specificity of the crisis. Should they wish to continue volunteering for the council once the crisis has abated, we would revert to using the standard volunteer policy.

Recruitment

Volunteers are signing up via an online form to be found here:

<https://docs.google.com/forms/d/e/1FAIpOLSeOeqVGRM7ouLRR3ou9zPVHtPwfjmsq-Rp8D-OGjD4rB4H-w/viewform>

We will also endeavour to help any volunteer overcome barriers that may make it difficult for them to volunteer at Frome Town Council, where time and urgency of the situation allows.

[The Equal Opportunities Policy](#) (pg. 4) will be adhered to at all times in relation to the recruitment and support of volunteers.

All volunteers will be given a guidance document that outlines advice specific to helping out with the corona crisis, and it will be assumed that by carrying out the volunteering tasks, they agree to adhere to the advice.

Volunteers will be matched to tasks recorded by staff answering calls to the main phone number 01373 465757. The staff receiving the call will ascertain the level of need and ensure it is suitable for volunteer support.

The volunteer co-ordinator will ask to view identification and DBS documents of volunteers via video link and record that they have been seen.

Health and Safety

Frome Town Council has responsibility for the health and safety of volunteers. Volunteers should at all times follow the [Health and Safety policies](#) and procedures, as well as national government and NHS advice concerning the corona virus. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area of work. Volunteers should report all accidents to the appropriate person and should be recorded in the accident book. A risk assessment will be in place concerning this work.

Any safeguarding concerns should be fed back to Frome Town Council, or in more urgent situations, the police directly on 999.

Insurance

Frome Town Council will ensure that volunteers are covered for insurance purposes in respect of personal injury. We will also ensure that volunteers are provided with professional and public liability insurance. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

Induction and Training

There will not be an opportunity to deliver training or induction to the volunteer in this situation. The volunteer co-ordinator will discuss tasks with each volunteer as they are assigned.

Support and Supervision

All volunteers should call the main contact number for any support required or advice needed.

Expenses

Volunteers may be reimbursed by Frome Town Council for expenses incurred while carrying out their tasks. As an organisation we do not recommend that volunteers deal in cash. We recommend that the person requesting assistance should where possible pay for goods in advance or with vouchers.

Grievance

The relationship between Frome Town Council and the corona volunteers is entirely voluntary and it does not imply any contract. If your role as a volunteer does not meet with our standards, your case will be dealt with in the same manner as paid staff.

If you have any concerns regarding our treatment of you and have fully discussed them with your contact, but are still not satisfied, you may take any complaint to the volunteer co-ordinator or their manager.