




Totton & Eling Community Association Volunteer Handbook

1) Volunteer Handbook

Version	Action	Date	Signed
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2) Introduction

- a) The Totton and Eling Community Association (the CA) would like to express their thanks to you for offering voluntary help.
- b) The CA is at the heart of the community and aims to provide quality services to meet local needs. Volunteers are key to achieving that aim and we value all help offered. We have provided the following Volunteer Handbook to ensure that both the interests of the CA and the volunteer are safeguarded.
- c) You do not have to be a member of the Totton & Eling Community Association, but it is preferred.
- d) The CA has a website at www.taeca.org which holds all of the CA 's documents.

3) The CA's Objectives

- a) You will be helping the CA to meet their objectives which are stated in the constitution.
- b) Put simply they are,
 - i) to benefit all the people in the area of Totton and Eling, without any prejudice, to bring the people of the area, other local charities and the local authorities together to improve education, facilities, social welfare recreation and leisure time in order to improve their lives,
 - ii) in order to help the CA achieve this they maintain and manage the Community Centre.
 - iii) promote as many charitable events as possible.

4) Totton & Eling Community Centre

- a) The Centre is run by the Centre Administrators and managed by the CA to provide a safe and comfortable building for the inhabitants of Totton and Eling to use.
- b) To provide and support others who offer activities for leisure, education, and social welfare to the inhabitants of Totton and Eling.
- c) All staff and volunteers are expected to uphold the values expressed within the above objectives, and to strive as part of the CA team for the achievement of these objectives.

5) We value our volunteers by:

- a) Practicing fair and open volunteer recruitment procedures that support equality of opportunity.



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- b) Ensuring all volunteers have a clearly defined role that is discussed and agreed, and that considers the skills and abilities of the volunteer.
- c) Providing clearly defined grievance and disciplinary procedures.
- d) Providing suitable induction training and ongoing development.
- e) Ensuring all volunteers are aware of health and safety issues relevant to their task and work environment.
- f) Ensuring all volunteers have clearly defined lines of responsibility together with the opportunity for regular reviews of their role.

6) What can volunteers expect from the CA?

- a) The opportunity to serve their local community regardless of their age, sex, race or religion.
- b) Satisfaction of doing a worthwhile job that is valued by the community.
- c) To get support in their role through advice, training and information.

7) The Totton and Eling Community Association aims to be at the heart of the community and to provide quality services to meet local needs. Volunteers are essential to achieving that aim. Trustees, staff, and volunteers shall work together to uphold the values of the Totton and Eling Community Association, which are defined in our Constitution and are summarised here.

- a) Benefit people without discrimination.
- b) To bring people together.
- c) Promote & provide charitable events.
- d) To provide facilities for social welfare, recreation, leisure, health, and education.
- e) We will,
 - i) practice fair and open recruitment procedures that support equality of opportunity without discrimination of any kind.
 - ii) provide clearly defined grievance and disciplinary procedures.
 - iii) ensure all volunteers are aware of health and safety issues relevant to their task and work environment.
 - iv) ensuring all volunteers have clearly defined lines of responsibility together with the opportunity for regular reviews of their role.

8) Volunteers are expected to,

- a) accept and uphold the objectives of the association.
- b) welcome new people to the team.
- c) carry out all tasks to agreed standards and respect all health and safety rules.
- d) undertake appropriate training as specified by the Association.
- e) keep confidential any sensitive information received during their volunteer service.
- f) uphold the association's equal opportunities policy.



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- g) read and be governed by the following documents.
 - i) Complaints Procedure
 - ii) Equal Opportunity
 - iii) Health & Safety
 - iv) Code of Conduct
 - v) And any other document that is indicated by a committee member as relevant.
 - vi) Uphold the rules of the Community Association as defined in the Practices & Procedures.
- h) It should be noted that the above forms the basis of an informal compact between the volunteer and the CA. There is no legally binding contract inferred, and no legal obligation for you to undertake work for the CA, or for the CA to provide you with work.
- i) There is no official seniority structure among volunteers, but if a volunteer wishes to take on a more responsible role within the Association they may, if they are a member of the Totton & Eling Community Association, request to sit on the Totton & Eling Association Committee.

9) Volunteer's Disciplinary Procedures

- a) The CA will very rarely need to discipline a volunteer, but should it be required we will always be fair.
- b) Terminating the volunteer's role with the CA.
 - i) In cases where a volunteer fails to adhere to the code of conduct after a prior warning, or their conduct is deemed to be of an extreme nature causing the CA to be brought into disrepute, the CA will either temporarily suspend the volunteer from their role pending further investigation, or in appropriate cases terminate the volunteer's role.
 - ii) Formal proceedings will only be instigated if the matter cannot be solved through conciliation.
 - iii) Warnings may only be given by the Centre Administrators or Trustees.
 - iv) Decisions to suspend/terminate the volunteer's role may only be taken by the Centre Administrator or Trustee.
- c) Appeals
 - i) Every volunteer has the right to appeal against written warnings or termination of role. Such appeals should be notified in writing to Trustees within seven working days of the notification of the decision.
 - ii) The Trustees will convene an appeals panel of Trustees. The volunteer will present their case in a manner that suits the volunteer. The appeal panel will then communicate its decision, which will be final.
 - iii) Appeal hearings will normally be heard within 28 days of the



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appeal being registered in writing by the volunteer, and the appeal panel decision will normally be notified in writing to the volunteer within seven working days of the appeal hearing.

10) Insurance

- a) Volunteers involved in official CA activities and duties are covered by the CA's public liability insurance cover. This cover extends to liability both to the volunteer, and for the volunteer in respect of the CA service and facility users.
- b) Please note that the CA cannot accept any liability for the personal effects of any volunteer working on the CA premises. Volunteers should take every precaution to secure their personal effects.

11) Reimbursement of Expenses

- a) Occasionally, a volunteer may incur expenses as a result of carrying out his/her role for the CA. In these cases, properly authorised and receipted expenses will be refunded. Please note that in all cases prior authorisation should be sought from a Centre Administrator or Trustee before incurring any expenses.