



Palpung Changchub Dargyeling

Tibetan Buddhist Meditation Centre

&

Palpung Maitri House

House of Friendship

Community Venue

Updated 22.4.2022

General Volunteering Policy

1. Introduction

The Centre recognises the unique and valuable contribution that volunteers make to the life of their communities, for the benefit of those communities, both staff and the volunteers themselves. We are committed to working in ways that encourage and support the development of volunteers.

We recognise that organisations which use the services of volunteers have particular responsibilities towards them. This policy has been developed to ensure that volunteers involved in the activities of **The Centre** do so within a framework of good practice.

2. Definition of a volunteer

A volunteer is anyone who freely commits time and energy for the benefit of others in their community. They do so by choice and without concern for personal or financial gain.

3. Policy Guidelines

- Volunteers shall have the support and approval of the Trustees, the Centre Manager, Centre staff and administration.
 - All Centre staff will be fully informed about the rights and responsibilities of the volunteers. Volunteering tasks complement the work of staff and do not substitute for it.
 - All volunteers will need to adhere to the “House Rules” of the Centre when working at and for the Centre.
 - The Trustees will ensure that volunteers are covered by adequate insurance and by the same health and safety provision as staff.
 - Volunteer job descriptions, where specific, should be clear, detailing time commitments, necessary skills and actual duties. **The Centre** accepts that some roles will be needs-based and non-specific.
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- Volunteer roles and responsibilities should be agreed and confirmed by e-mail for the avoidance of misunderstanding.
- Records containing information on the volunteer must be maintained with appropriate safeguards for confidentiality, and volunteers should have access to their records, where requested.
- Recruitment and appointment of volunteers should adhere to the Centre's Equal Opportunities Policies and follow good practice as laid down in the Recruitment and Selection Policy.
- Volunteers working with children and young people will be subject to a Criminal Records Bureau check and taking up of at least two satisfactory references.
- Volunteers will have access to the Centre's Grievance Procedure Policy.
- Volunteers will have a designated person responsible for them to whom they must have reasonable access for support and supervision.

4. Basic rules of good practice when working with volunteers

- Volunteers should be made aware of the aims and objectives of the organisation.
 - Volunteers must have access to and understand all policies.
 - Volunteers should have clearly defined tasks and duties and should know who the designated person is to provide support and supervision.
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- Volunteers should be properly prepared for their volunteering through an induction programme that includes all necessary information and training to enable them to carry out their volunteering duties, such that they can make an informed decision as to whether the role is appropriate to them.

5. Conflict Resolution

- Disagreement and misunderstanding sometimes amounting to outright conflict are part of the process of being human and as such are inevitable in communities of people working together.
 - Residents and volunteers are committed to resolving misunderstanding and conflict mindfully and compassionately without resort to aggressive language or behaviour.
 - Volunteers are requested to resolve the conflict in the first instance themselves with the person involved but can seek further assistance from the Centre Manager to resolve misunderstanding and conflict timeously for the benefit of all, and to ensure the stability of The Centre Community is not detrimentally affected.
 - Involvement of the trustees will be necessary and sought should conflicts remain unresolved.
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