

**Community Services: Volunteer Framework Review 2012/13
Draft Implementation Action Plan**

No.	Policy section	Commitment	Actions required	Who needs to be involved	Delivery date
1.	Volunteer Roles	i. Written role description and person spec for each specific role.	<ul style="list-style-type: none"> - Identify specific volunteer roles and develop appropriate role description and person spec for each. - Develop the briefing/training to support staff to develop role descriptions. 	<ul style="list-style-type: none"> - Volunteers doing the role/volunteer supervisors* - Volunteer supervisors/ CRU CDO (volunteering) - CRU CDO (volunteering) 	<p>Qtr 3</p> <p>Qtr 2</p>
2	Recruitment and Selection of Volunteers	<p>i. Volunteering opportunities will be widely promoted.</p> <p>ii. Yearly review of the make up of our</p>	<ul style="list-style-type: none"> - Develop a section Volunteer recruitment plan to include central and individual centre/project volunteer recruitment -Develop resources for promoting volunteering opportunities to include posters, leaflets, webpage and advertising through Volunteer Now's website - Collate volunteer information to allow for 	<ul style="list-style-type: none"> -CRU CDO (communication)/Lesley Holmes/volunteer supervisors -Lesley Holmes/ CRU CDO (communication)/ Volunteer Working Group -PDO/Play Service staff 	<p>Qtr 3</p> <p>Qtr 4</p> <p>Qtr 3</p>

		volunteers to identify under-represented groups.	annual audit.		
		iii. Recruitment information treated in a confidential manner.	-Information for staff on Data Protection Act requirements	- CRU CDO (volunteering)	Qtr 1
		iv. Appropriately briefed/trained staff	- Training for staff on recruitment & selection	-Volunteer Now/ CRU CDO (volunteering)	Qtr 2
		v. Registration form, matching meeting & provision of references.	- Registration form -Matching meeting form - References form - Procedure for requesting references	-Volunteer Working Group/ CRU CDO (volunteering)	Qtr 1
3	Management of Volunteers	i. Letter of Welcome	- Letter of Welcome drafted	- Volunteer Working Group/ CRU CDO (volunteering)	Qtr 1
		ii. Induction within 6 weeks	-Induction guidance and record sheet for staff - Induction information for volunteers -Background information on Belfast City Council and Community Services -Project specific information	- Volunteer working group/ CRU CDO (volunteering) - Volunteer working group/ CRU CDO (volunteering) - Volunteer working group/ CRU CDO (volunteering)	Qtr 1 Qtr 1 Qtr 1
		iii. Written information on relevant legislation,	- Information sheets on relevant legislation and	- Volunteer supervisors - CRU CDO (volunteering)	Qtr 1 Qtr 3

		organisational policies and codes of behaviour	organisational policies including CP policy		
		iv. Provision of a named supervisor and alternative.	- Clarification on role for ACDO and CDO	-Area Support Managers	Qtr 1
		v. Review meeting at end of settling in period.	-Review meeting form & record sheet	-Volunteer Working group/CRU CDO (volunteering)	Qtr 2
		vi. Support and supervision sessions.	- Staff guidance on s/s & record sheet	-Volunteer Working group/CRU Volunteering CDO	Qtr 2
		vii. Complaints procedure	-Develop complaints procedure	-CRU CDO (volunteering)	Qtr 2
		viii. Code of Practice for volunteers.	- Develop generic Code of Practice with guidance for additional centre/project information	-Volunteer Working group/CRU CDO (volunteering)	Qtr 3
		ix. Communication with volunteers	- Develop a communication plan for volunteers	-Volunteer Working group/CRU CDO (communications)	Qtr 2
		x. Seeking views and opinions.	- Identify range of ways to gather opinions & views	-Volunteer Working group/ CRU CDO (volunteering)	Qtr 3

		xi. Reimburse out-of-pocket expenses	- Develop appropriate forms and guidance on what is covered and how to claim.	-Business Support/ Volunteer Supervisors	Qtr 1
4	Training	i. Provision of in-house training	- Develop an annual calendar of training	- Play Development Officer/Volunteer Working group - CRU CDO (volunteering)	Qtr 4 Qtr 4
		ii. Financial/practical support for external courses	- Baseline external courses that are relevant to the volunteer roles offered. - Identify options for how these can be provided	- Volunteer Working group/Area Support Managers	Qtr 4
5	Supporting Actions for the Policy implementation	i. Establish dedicated budget for the involvement, support and development of volunteers	- Scope current volunteer expenditure including expenses, training, support and celebration costs. Identify any additional cost areas -Liaise with Business Support to incorporate volunteering sub-heading into budget system - Incorporate volunteer costs into estimates	- AS Unit Managers, PDO and Children & Young People's Co-ordinator - BS staff (Finance)	Qtr 1 Qtr 2 Qtr 3

		<p>ii. Develop volunteer handbook incorporating generic information relevant to any volunteer role</p>	<p>-Identify and incorporate council policies and procedures relevant to volunteers. - Associated procedures identified within the volunteer policy. - Expectations of the volunteer and of Community services</p>	<p>- CRU CDO (volunteering)/volunteering working group/Sally Rock/Lesley Holmes</p>	<p>Qtr 3</p>
		<p>iii. Develop staff guidance to support the consistent and effective application of the volunteer policy and procedures</p>	<p>-Devise the practical guidance needed by staff to ensure the effective and consistent application of procedures for involving volunteers. - Develop awareness raising training to inform staff of the volunteer policy and procedures.</p>	<p>-CRU CDO (volunteering)</p> <p>- CRU CDO (training)/CRU CDO (volunteering)</p>	<p>Qtr 3</p> <p>Qtr 4</p>

6	Internal Support	i. Develop training support programme for other sections who plan to involve volunteers	- Areas covered to include preparation for involving volunteers, recruitment & selection, support & supervision, dealing with poor performance/ complaints.	- CRU CDO (training)/CRU CDO (volunteering)	Qtr 3 & 4
7	Support to the sector	i. Develop a volunteer management good practice training programme as part of the Toolbox training programme. ii. Act as a conduit/gateway for the sharing of information relevant to volunteer involving organisations	- Devise a training session and support materials to support good volunteer management practice for new and emerging groups - Develop a database of volunteer involving groups we fund	- Volunteer Now - Business in the Community	Qtr 3 & 4 Qtr 3 & 4

*Volunteer supervisors will include Assistant Community Development Officers, Community Development Officers, Play workers and the Children & Young People's Co-ordinator.