



Norton Village Hall Management Committee

Volunteer Management Policy

Norton Village Hall Management Committee believes in equal opportunities, diversity and inclusion. We strive to deliver a varied and diverse range of activities within the Hall which promote a community spirit.

Our main objective is to make the Village Hall the social hub of our community for everyone within the village.

In line with this, Norton Village Hall seeks to involve volunteers to:

- Provide events for the community
- Encourage all ages within the community to be actively involved in Norton Village Hall
- Increase our contact with more people in the community

This Volunteering Policy is underpinned by the following principles:

- Norton Village Hall will ensure that volunteers are made to feel welcome and included
- Norton Village Hall is run completely by volunteers
- Norton Village Hall expects that the committee works positively with each other and with all other volunteers
- Norton Village Hall will actively seek to attract and involve volunteers to fill identified roles
- Norton Village Hall recognises the value of all volunteers and appreciates their contributions
- Norton Village Hall will provide any training required and will ensure there is a safe and pleasant environment to volunteer in.

Recruitment

- The Norton Village Hall Management Committee will ensure equality of opportunity for all volunteers. We want to take a leading role in the involvement of residents as volunteers to help deliver our services.
- We need people from all walks of life and all communities, who can bring their different skills and experiences to our work.
- Volunteers can bring a different perspective to the organisation, often reflecting the views of the local community.
- Volunteers can also help to extend the services we are able to offer.

The volunteer role is based on trust and mutual understanding. There is no contractual obligation for the volunteer to attend or to undertake particular tasks. However, there is a presumption of mutual support and reliability and a reciprocal set of expectations.

Volunteers can expect to:

- Have clear information about what is and is not expected of them
- Receive adequate support and training where required
- Be insured and to volunteer in a safe environment
- Be treated with respect and in a non-discriminatory manner
- Receive reimbursement for reasonable expenses



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- Be recognised and appreciated
- Be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- Know what to do if something goes wrong
- Hire the hall at community hire rate

The organisation expects volunteers to:

- Be reliable, open and honest
- Uphold the organisation's values and comply with organisational policies
- Contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
- Carry out tasks within agreed guidelines

The Volunteer's Voice

Volunteers are encouraged to express their views about matters concerning Norton Village Hall and its work. Any member of the committee can be contacted and, where required, the issue or suggestion will be raised at the committee meeting. Where requested, confidentiality will be maintained.

Problem Solving

We aim to identify and solve problems at the earliest possible stage. Any complaints either by or about volunteers should be raised to a member of the Committee.

Review of Policy

The Management Committee will review this policy annually after the AGM.