

Volunteer Policy

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Statement of Policy

Educate Together Schools open the eyes of children to the naturally positive contribution that social, religious and cultural diversity and difference of opinion make to society. We recognise:

- the valuable and positive contribution, which volunteers bring to our work, both in the National Office and across the network of Educate Together Schools.
- that without the commitment from our volunteers, we would not achieve our goals.
- that volunteers enhance the social, religious and cultural diversity and difference of opinion which children experience and learn from in an Educate Together setting.

We regard our volunteers as a valuable resource and encourage them to get involved at all levels of the organisation and within all appropriate activities. We aim to plan for, recruit, train, support, recognise and monitor our volunteers to the best of our abilities, and to act quickly and fairly if difficulties arise. In order to develop, enhance and monitor our volunteer programme on an ongoing and sustainable basis, it is vital that we manage our volunteers based on a model of best practice.



The Volunteer Management Cycle

Charter for Effective Volunteering

(adapted from Fact Sheet 3 - Volunteering Ireland)

Volunteers Rights

- To know if, and how they are being selected
- To be given meaningful and purposeful work to do
- To know what is expected from them
- To be offered appropriate training
- To be thanked and to have their voluntary contribution recognised
- To receive support and supervision
- To get something out of the work for themselves
- To know who to go to if there is a problem
- To be reimbursed for out-of-pocket expenses incurred when volunteering
- To make mistakes and learn from them
- To be made aware of any disciplinary and grievance procedures
- To be treated fairly and not to experience discrimination
- -To have safe working conditions, including insurance cover
- -To be informed about, and given the opportunity to play an active part in the organisation as a whole
- -To be able to say 'no' and to leave without feeling guilty

Volunteers' Responsibilities

- -To respect the values and aims of the organisation
- -To be committed
- -To be reliable and give the school / Educate Together, sufficient warning if unable to turn up
- To be punctual
- To attend essential training and support sessions
- To undertake the work to a high standard
- To be honest if there are problems
- To respect confidentiality
- To leave when asked and/or when no longer enjoying the volunteering experience

Organisations' responsibilities

- To ensure the volunteering experience is a rewarding one
- To ensure equal access and not to discriminate
- To define clear, meaningful roles for volunteers
- To have policies and procedures for volunteers
- To provide all necessary information to volunteers
- To be available for volunteers
- To provide training where necessary
- To thank and value volunteers
- To provide insurance cover
- To inform volunteers of any legal liabilities
- To supervise and to provide support
- To reimburse out-of-pocket expenses
- To provide a safe working environment

Organisations' rights

- To look for certain qualities and skills in volunteers
- To select only volunteers who are suitable for the work
- To draw up a volunteer agreement or 'contract'
- To ask for tasks to be done in a particular way
- To ask for commitment
- To ask for reliability
- To ask for punctuality
- To deal with disciplinary and grievance matters
- To ask volunteers to leave if their involvement hinders the organisation achieving its goals

1.Planning and Development

1.1 Scope

The purpose of this internal document is to provide guidance on all aspects of volunteering within Educate Together. It does not constitute a binding contract. It supplements other Educate Together policies and procedures, as well as our vision, mission, aims and ethos. These procedures apply to all volunteers who undertake tasks on behalf and at the direction of Educate Together.

1.2 Responsibility

The Chief Executive Officer is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other staff and volunteers (including voluntary board members) are expected to facilitate this process. The primary role of the volunteer officer is to plan, develop and operate the volunteer management cycle, across the work of the national office while also providing support to the network of Educate Together schools around the country.

1.3 Eligibility

Educate Together will consider involving anyone as a volunteer. Individuals must, however, be able to demonstrate a commitment to the aims of the organisation and may only be placed if their needs as volunteers match the needs of the organisation. No person who has a conflict of interest with any aspect of the organisation will be accepted as a volunteer. Voluntary Board members will not normally undertake other voluntary work within Educate Together itself.

1.4 Relationship with paid staff

Volunteers are appointed to enhance the capacity of paid staff, not as a substitute for them. In this, we recognise that some pieces of work may not have been otherwise achieved without the involvement of volunteer's creativity and vision complementing the goals of the project areas. Educate Together will seek to recruit volunteers into specific and planned for roles, which complement and further enhance the work of existing staff. Paid staff within Educate Together may not volunteer their time within the remit of their own role description. Clear role descriptions are established to differentiate between what is a volunteer role and what is a paid role within the organisation.

1.5 Working conditions

Volunteers are considered full and equal members of the Educate Together team. They are treated as equally and fairly as paid staff, and are included in the organisation's development and decision-making process wherever practical. Appropriate and comfortable work areas are provided for volunteers, with relevant access to computers, other office equipment and general facilities.

1.6 Working times

Hours of work are negotiated between the relevant line manager and the volunteer. Volunteering time commitment is never expected to match that of full time staff, but unscheduled absences can create issues for the smooth running of the office and related programme areas. Should a volunteer need time away from the office, during scheduled work time, this should be discussed and cleared with their line manager in good time.

1.7 Appropriate behaviour

Volunteers are expected to work within the same professional standards of all Educate Together personnel, adhering to policies and procedures. All volunteers must reflect the ethos of Educate Together in all their engagements. As representatives of the organisation, volunteers are expected to present a positive image of Educate Together to the outside world.

1.8 Representation of Educate Together

Volunteers must seek approval from their line supervisor / CEO before undertaking any activity which represents the interest of Educate Together to an external audience. This includes, but is not limited to, statements to the press, joint initiatives with other bodies, and agreements involving contractual or financial obligations.

1.9 Confidentiality

Educate Together respects the volunteer's right to privacy and confidentiality. In turn, volunteers are responsible for maintaining confidentiality of all privileged information to which they are privy to while volunteering with Educate Together.

2.Recruitment and Selection

2.1 Role descriptions and person specifications (see Appendix)

As with all paid positions, volunteers require a clear and accurate description of the tasks and responsibilities they are expected to undertake. Prior to any recruitment steps being made, or a volunteer being assigned to a work area, a role description will be developed in advance (in exceptional circumstances, a role description will be developed with the volunteer already in place) This will include the following key headings – Name of volunteering role – hours and place of work – name of supervisor – tasks to be undertaken. If appropriate to the post, a person specification will also be drawn up. Please refer to the Volunteer Role Description Template in the appendix.

The role description may be amended in consultation and agreement with the volunteer and their line supervisor. The role description may also be used to help design a work plan (see work-plan template in the appendix) and will be referred to in support and supervision sessions. Role descriptions should be defined for a limited time, relevant to the role (ie. 3 months, 9 months, 1 year), after which time they will be reviewed and updated if required.

2.2 Applications (see Appendix)

Volunteers are actively recruited by the organisation, using a number of different avenues, suitable to the roles that need to be filled, including web based activity, radio, newspapers (local and national), outreach information meetings and word of mouth.

Volunteers are recruited in accordance with Educate Together's Equal Opportunities policy. All volunteers will be required to complete the Educate Together Volunteer Application Form (see Appendix) and in some instances may be asked to provide a CV.

Volunteers may also approach Educate Together with a specific project idea that they would like to undertake on a voluntary basis. In this instance, the volunteer will still be required to complete the Volunteer Application Form, and the parameters of the project will be confirmed with their line supervisor.

2.3 Interviews

If necessary, applications will be shortlisted and suitable applicants will be invited to attend an interview, to ascertain their interest in and suitability for the role.

Written notes on all interviews are kept. All unsuccessful applicants are thanked for applying and encouraged to reapply for other volunteering opportunities, either current or in the future.

2.4 Checks for suitability

References will be taken up for most volunteer roles (an exception may be once off fundraising activities) Garda Vetting will also be required for all volunteers involved in school based volunteering. If a volunteer refuses permission for a reference check / Garda Vetting, and cannot provide an acceptable reason, they will not be placed in a volunteering role with Educate Together.

2.5 Appointment (See Appendix)

A volunteer will be appointed to a role, only after the role description has been agreed between Educate Together and the volunteer and all necessary reference / vetting checks have been acceptable. No placements are made unless the requirements of the volunteer, their line manager and the Volunteer Officer can be met. The volunteer is required to sign a Volunteer Agreement Form.

2.6 Probation

All volunteer placements (with some exceptions i.e. once off event based volunteering) are subject to an initial trial period. At the end of this period, the line manager, Volunteer Officer and the volunteer meet to review the work and the role. Following the review, adjustments will be made if required.

3.Induction and Training

3.1 Induction

All volunteers, regardless of their role, receive an appropriate level of induction for their position into Educate Together when they begin their voluntary work. This consists of a general introduction to the organisation, as well as specific orientation on the purposes and requirements of their volunteering role.

3.2 On-the-job training

Ongoing 'on-the-job' training is provided, where appropriate and where resources permit, providing volunteers with the information and skills necessary to perform their tasks well. The training must be appropriate for the demands of the position and the capabilities of the volunteer.

3.3 Additional training

Volunteers are actively encouraged to source and identify training courses, seminars, conferences, events etc. that would help them to perform their roles more effectively and also strengthen their personal development

opportunities. To attend any training / event in their Educate Together capacity, approval must be signed off by the volunteer's line supervisor and recorded with the Volunteer Officer. If there is a cost involved, approval must be given by the Head of Department and again recorded with the Volunteer Officer.

3.4 Training information

If additional training or conference costs are covered by Educate Together, any course notes or other materials belong to the organisation and must be filed with the project area. All volunteers are required to submit a short report outlining the content and usefulness of the course or conference attended. Training information must be disseminated, in person if needed, to relevant people within the organisation.

4. Support and Supervision

4.1 Support

Educate Together endeavours to provide the support necessary to encourage and empower volunteers to make a meaningful contribution and gain significant benefits from their voluntary work. Support and supervision sessions give volunteers a safe setting in which to express themselves, let off steam and discuss how they feel about their volunteering experience. Ongoing support is provided by the line manager / supervisor for the volunteer. The Volunteer Officer links in with volunteers throughout the course of their work, to capture any experiences or information they would like to share about their volunteering. The Volunteer Officer is always available to link in with and support the line manager / volunteer in their relationship. This support may take place over e-mail, the phone or in person.

4.2 Lines of communication

Lines of communication should operate in both directions and should exist formally and informally. Volunteers must have access to all appropriate information, memos, materials and meetings relevant to their assignments. Volunteers must be consulted on all decisions that would substantially affect their volunteering conditions.

4.3 Supervisors

Each volunteer must have a clearly identified line supervisor who is responsible for the day-to-day linemanagement of that volunteer. All staff involved in working with and alongside volunteers, receive support and guidance on how to involve volunteers effectively in their work. The support and guidance for both the volunteer and the line supervisor are provided by the Volunteer Officer.

4.4 Supervision sessions (develop template for this and record in Appendix)

Volunteers receive regular appraisals of their work, based on their role descriptions. Informal evaluation sessions take place as required between the volunteer and his or her supervisor. These review the performance of the volunteer, suggest any changes in work style, seek suggestions from the volunteer on means of enhancing the volunteer's relationship with Educate Together, convey appreciation to the volunteer, and ascertain the continued interest of the volunteer in serving in his or her role. The sessions also serve as an opportunity to plan future tasks.

4.5 Corrective action

If appropriate, corrective action may be taken following evaluation sessions. Examples include the organisation of training for an identified training need, the reassignment of a volunteer, or the dismissal of a volunteer.

4.6 Dismissal

Volunteers may be subject to dismissal. No volunteer's involvement will be terminated in writing until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their supervisor. Grounds for dismissal include, but are not limited to, the following: gross misconduct, being under the influence of drugs (including alcohol), theft, misuse of equipment and materials, abuse of clients and co-workers, breaches of confidentiality, failure to abide by Educate Together policies and procedures, and failure to complete duties to a satisfactory standard.

4.7 Concerns and grievances

If volunteers are not satisfied that issues relating to their volunteering are being handled appropriately, they are entitled to have their concerns reviewed by their line-manager. If the results are not satisfactory they should approach the Volunteer Officer, and all else failing should approach the Chief Executive Officer. The management committee will discuss the issue as soon as practical. Volunteers may be required to put their concerns into writing.

4.8 Exit interviews

Where possible, informal exit interviews are held with any volunteers who are leaving the organisation. Interviews are usually conducted with the volunteer's line manager and written notes are kept. The session should ascertain why the volunteer is leaving, how they found the volunteering experience and what

suggestions they offer to improve the way the organisation operates. The offer of a personal reference for future employment etc is made to each volunteer.

In the case of a Chairperson of a school stepping down from their role, the Leadership and Governance Department of the Patron (Educate Together) is informed for Patron Approval. In this instance, the Volunteer Officer who is part of this team is notified, who in turn liaises with the resigning chairperson to offer an Exit Interview.

5.Motivation and Recognition

5.1 Motivation

Understanding a volunteer's motivation to get involved in volunteering in the first place will really help the organisation to support them in their role, and maintain the relationship throughout the volunteer's length of commitment. It shows that Educate Together genuinely cares for volunteers and seeks to have a

5.2 Recognition

Volunteers provide a unique service to Educate Together, the benefits of which are difficult to quantify. It is essential that their efforts are recognised and rewarded. Educate Together staff are responsible for thanking all volunteers informally on a regular (but meaningful) basis for the valuable contribution that they make to the organisation. The Volunteer Officer is responsible for ensuring that more formalised recognition takes place at key times, such as International Volunteer Day, Volunteer Week, etc. Examples include, Card, certificates, appreciation social events, training etc

5.3 Expenses

Volunteers give their time and skills free of charge, so it is essential that Educate Together offer to reimburse any out-of-pocket expenses they incur in the course of their volunteering. The costs of volunteering should never be allowed to discourage those on lower incomes. Current rates and procedures for claiming expenses are agreed by the board of directors and volunteers are held to the same expenses policy as the paid staff of Educate Together. (Further details are found in the expenses policy.) This area of the volunteer programme is still being defined and this policy document will be updated when volunteer's expenses rates are finalised.

5.4 Insurance

Insurance is provided by Educate Together to cover all volunteers working on behalf and at the direction of the organisation. This excludes those volunteers working from their own homes.

5.5 Personal and vocational development

Volunteers are encouraged to develop their skills while involved with the organisation and are assisted into assuming additional and greater responsibilities over time if they would like to do so.

5.6 Key Volunteer related Events and communication opportunities

- Educate Together will endeavour to publicly celebrate and thank volunteers through the following:
 - 5th December, International Volunteer Day
 - 1th to 7th June Volunteer Week

6.Monitoring and Evaluation

6.1 Volunteer Involvement

Educate Together monitors and evaluates volunteer involvement in the organisation on a regular basis and seeks to make ongoing improvements. The impact of voluntary engagement is reported to management through the Volunteer Officer, and is also commented on In the internal Weekly updates within the National Office.

6.2 Workplan

The Volunteer Officer works to a specific work-plan, which addresses all areas of the Volunteer Management Cycle. In effect, this is the work-plan for the Volunteer Programme, which sits within the Leadership and Governance Department. A copy of the work plan is available upon request.

6.3 Feedback and Review

Constructive feedback on this document is always welcome. It must be given to the Chief Executive Officer who will ensure that it is considered fully. This document will be reviewed and ratified by the volunteers, staff and Board of Directors on a yearly basis. Amendments may be added throughout the year.



Volunteer Role Description Template

Name the Volunteer Role Role Code (entered by Volunteer Officer)

Name and current address of school / national office

Responsible to: Enter the name of the position the person reports to

Other Key Relationship: Sarah Williams, Volunteer Officer, Educate Together

The overall purpose of the role is to

A short statement on the overall purpose of the role – no more than a paragraph.

Keys areas of work

Objective Title (ie. Accounts / Fundraising / Nature Workshop)

- points detailing more specific actions to be taken against the named objective

Place of work: Where the majority of volunteering will take place ie. The national office in Dublin v's own home with attendance at board meetings in the school

Hours of work: An estimated overview of the number of hours per week / month / year which would be expected from the volunteer – again, entirely dependent on the duties and responsibilities of the volunteer role.

Expenses: Quick snapshot of what is / is not covered

Length of commitment: Expected commitment required for the role, which can be date and day specific or more general ie. 3 years

Support: Where the volunteer can expect to receive support from

References and checks: What will be required for the role – references will always be checked, but vetting will vary depending on the level of contact with Children

PERSON SPECIFICATION

Skills

Knowledge

Experience

Personal qualities

Benefits of Volunteering in this role

(Month and Year of writing)



(Insert Role Title) Workplan

July 2010 to July 2011

Key Areas of Responsibility: (example)

- 1. Research and planning
- 2. Policy writing and material development
- 3. Communication
- 4. Evaluation and Monitoring

Main Targets by (insert date)

- 1. 2.
- 2. 3.
- 4.

1. Research and planning (example)

Overall Objective

- Insert a short one/two sentence statement on why this is a Key Area to focus on in your job. Write from the perspective of someone outside the team seeing this sentence, and being able to understand why you focus on this.

Key Objectives	Main Planned Activities	By When	Status / Notes
Main heading	Actual 'to do' list, to be able to achieve the	Insert date	In progress /
areas	objective		pending / done



Volunteer Application Form

Thank you for your interest in volunteering with Educate Together

Volunteers play a vital role in the communities of our schools and across the work of our National Office. All volunteer applications are reviewed with consideration of current volunteer opportunities. The information you provide will be stored in confidence under the provisions of the Data Protection Act. Your completed form will be held securely and confidentially. Only authorised staff will have access to your information.

Personal Details

Name:	Mr. 🗌 Mrs. 📄 Miss. 📄 Ms. 📄
Postal Address:	
	County:
Telephone: (Home)	(Mobile)
E-Mail:	
Birth-date: Day / Month / Year	
If you are involved with us as a volunteer and an en	nergency arises, whom should we contact?
Name:	Relationship:
Telephone: (Home)	(Mobile)

Equal Opportunities

Educate Together is committed to equal opportunities and all volunteer recruitment decisions will be based on merit, suitability for the role and experience. All volunteer recruitment decisions will not be influenced by race, colour, nationality, religion, sex, marital status, family status, sexual orientation, disability, age or membership of the Traveller Community. Educate Together fully endorses a working environment free from discrimination and harassment.

Educate Together is committed to standards of excellence in Child Protection practices. Where your volunteer role may have direct contact with children, you will be required to complete a Garda Vetting Form, which will be processed by the national office of Educate Together. In the mean time, please complete the question below.

Have you	ever been	convicted of an	n offence in the	Republic o	f Ireland o	r elsewhere?
Yes 🗌	No 🗌					

If you ticked yes, please provide details below

Your Skills and Interests

1. Have you ever done any voluntary work before? Ye	s 🗌	No 🗌
If you answered yes, please tell us a little about the exp	perienc	ce.

2. Why do you want to volunteer now? What has motivated you to get in touch with us?

3. Do you have any particular skills or qualities that you could use in your voluntary work?

4. Are you applying for a specifically advertised position? Yes 🗌 No 🗌
If yes, please write the following; Role name Reference #
 What kind of voluntary work interests you? (See 'Categories of Volunteering in Educate Together' for more information)
 Board of Management Parents Association School Based Activities Project Based Volunteering Internship in the National Office Other
6. When are you available for voluntary work?
Monday Tuesday Wednesday Thursday Friday Saturday Sunday Morning Afternoon Evening
7. How long do you intend to volunteer for?
(note that some opportunities demand a minimum time commitment, ie. Board level roles) 8. Where do you wish to volunteer?
(County / City Area or National Office / Local School)
 9. How did you find out about volunteering with Educate Together? Information / Outreach meeting Educate Together Website Leaflet / Poster Word of Mouth Word of Mouth Internet www.

References

1. Name:	Relationship:	
Place of Work: (If applicable)	Position:	
Telephone: (Home)	(Mobile)	
E-Mail:		
2. Name:	Relationship:	
Place of Work: (If applicable)	Position:	
Telephone: (Home)	(Mobile)	
E-Mail:		

If you have any queries when completing this application form, please phone 01 429 2500 or e-mail sarah.williams@educatetogether.ie. If you would like to find out more about Educate Together, log onto our website www.educatetogether.ie.

Is there any additional information you would like to bring to our attention?

I declare that the information I have provided is true. All my actions as a volunteer will reflect the ethos of Educate Together.

Signed _____ Date _____

For Office Use Only Volunteer Position _____ Volunteer Interview _____ Volunteer Role Description sent _____ References Collected Volunteer Start Date _____



Categories of Opportunities

Campaigning and Awareness Raising

Get involved in letting people know what Educate Together is all about, from distributing flyers in your local area to delivering outreach information presentations.

Fundraising

Whether it is for one day fundraising initiatives or help with ongoing fundraising strategies, both the National Office and individual Schools have a number of areas where volunteer support would be a valuable asset.

Management

Every school in the Educate Together network depends on a number of voluntary committees. Why not explore joining a Board of Management or a Parents Association? Many are looking for people with particular talents and skills, including legal, financial, fundraising and other management skills. On occasion, Board opportunities also arise on the Board of Directors of Educate Together itself.

New Schools Development

Help to plan and prepare applications for new schools. Areas of work include, planning applications, architectural reports, valuations, fire safety issues and research with new developments. Educate Together works with start-up associations and with new schools until they have achieved permanent accommodation.

Office based work

These positions are generally of an 'Internship' variety, where volunteers support the administrative, research and project areas of the National Office. Most internship roles are a minimum of a 20hour week, for a 3month period.

Practical Work

Team Volunteering opportunities exist across the network of schools. Groups from 3 to 30 could potentially be accommodated in achieving a 'once off' challenge – from mural painting to tree planting.

Working Groups and Advisory Committees

Being involved in a working group means that you bring your knowledge, expertise and ideas to the table and work alongside other volunteers and staff until some goal is achieved. Working Group members are expected to attend meetings and to undertake work actions.

The simple definition of an advisory committee is a group of volunteers, which meets regularly on a long-term basis to provide advice on a particular work area, and outside of attending meetings, it is less likely that any work tasks will need to be undertaken by the volunteers.

Research

There are broad areas of research interest for Educate Together. They include, education policy, education systems, the structure of the Irish system, international comparison and best practice, human rights and law, peace studies, ICT and education, development education. This area would suit a person interested in progressing a research project or looking for a subject for a thesis or dissertation.

School Support

This category offers a very broad and exciting range of 'in-school' opportunities, from Sports and Recreation to the Arts and Nature. Schools are interested in engaging local talents from within the Parent Community and the wider environment to compliment the learning, which happens both within and outside of the classroom.

Virtual Volunteering

This is voluntary work completed, in whole or in part, over the internet. Sometimes referred to as online volunteering or cyber volunteering, Educate Together often identifies volunteer roles working in the areas of graphic design, proof reading, document translation, article writing and research.



Volunteer Agreement Form

Volunteers are an important and valued part of Educate Together. We hope that you enjoy working with us and feel a full part of our team.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them.

We, Educate Together, will do our best to:

- introduce you to how the organisation works and your role in it and to provide any training you need
- provide regular meetings and/or opportunities to link in with a main point of contact so that you can tell us if you are happy with how your tasks are organised and get feedback from us. Your line supervisor's name is
- respect your skills, dignity and individual wishes and to do our best to meet them
- reimburse your travel and meal costs as per our expenses policy _
- consult with you and keep you informed of possible changes within the organisation
- listen to you and take on board your views and opinion in our development _
- provide insurance cover for you, during the course of your voluntary activity _
- provide a safe workplace
- apply our equal opportunities policy
- apply our complaints procedure if there is any problem

L ____, agree to:

- work reliably to the best of my ability and to abide by the Educate Together Volunteer Policy and any other office policies relevant to my work.
- keep confidential any of Educate Together's information unless specifically told that information is for the public domain
- to be punctual in attending voluntary meetings and to inform my supervisor as soon as possible if unable to attend a meeting.
- to appreciate and protect the ethos of Educate Together.
- that there is nothing in my background or history that would constitute a liability for Educate Together, damage its reputation or endanger its staff, members or the children attending its schools.

Educate Together reserves the right to request that volunteers provide references and complete a Garda Vetting Form should the volunteer role require it.

Signed: _____ Volunteer

Signed: on behalf of Educate Together

Date: _____

Review date: _____