

Volunteer Policy

1. Introduction

- 1.1. Aerobility is a registered charity based at Blackbushe Airport. As set out in our constitution, the objects of Aerobility are to promote and provide education, recreation and leisure time activities for disabled persons in particular by providing opportunities in aviation with the object of improving the conditions of life.
- 1.2. The services provided by Aerobility are available primarily from bases at Blackbushe and Tatenhill with some availability on detachment, and include flight training, ground-school sessions, simulator training, social activities and educational aviation programmes.
- 1.3. Aerobility believes that volunteers can make a positive difference to the organisation and to themselves. As such Aerobility promotes volunteering in all aspects of the organisation and is committed to enabling and encouraging the use of volunteers wherever it can.
- 1.4. This policy is intended to provide the framework and help define the role of volunteers working in support of Aerobility and its various activities. This policy is not however intended to create a legally binding contract or employment relationship. However, volunteers must be willing to accept direction from relevant paid staff and to abide by all Aerobility relevant policies and procedures for so long as they are an Aerobility volunteer.

2. Equal Opportunities and Diversity

- 2.1. Aerobility believes that everyone has a contribution to make to society and has a right to equal treatment. Everyone who comes into contact with Aerobility should experience quality of opportunity and we have developed an Equal Opportunities Policy to ensure that no paid staff or volunteer receives less favourable treatment on the ground of ethnicity, age, social class, gender, disability, mental health or religious belief.
- 2.2. Aerobility is also committed to the principles of diversity in all areas and is keen to ensure that staff and volunteers are representative of the community and the people who use our services. All abilities, backgrounds and needs are recognised, valued and respected as making a positive contribution to the work that we do.
- 2.3. All of our volunteers are expected to make themselves familiar with and subscribe to the principles and practices of Aerobility's Equality and Diversity Policy which available via our website.

3. Selection

- 3.1. Aerobility seeks to select volunteers who meet specific requirements within the role description they hope to assist with, as well as volunteers who would like to assist on a flexible, infrequent basis.
- 3.2. All volunteers are asked to complete a short application form. As part of the selection process, potential Aerobility volunteers may be asked to attend an informal meeting during which we shall seek some basic information about the prospective volunteers as well as ensuring that the placement will match the volunteer's skills, experience and interests with Aerobility's requirements.
- 3.3. Aerobility reserves the right to consult with a support worker (e.g. GPs, social worker, probation officer or community psychiatric nurse) if the volunteer applicant has stated that they have one, and that support worker could be invited to accompany the volunteer to the informal interview if deemed appropriate.

- 3.4. For certain roles professional, technical or other qualifications may be required and volunteers involved in such roles will need to provide evidence of relevant qualifications or have independent confirmation of their experience.

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4. Disclosure and Barring Service

- 4.1. All volunteers will be required to make a Criminal Convictions Declaration – this is part of our online application form. Where appropriate, and in line with safeguarding procedures, volunteers may also be required to have an enhanced check through the Disclosure and Barring Service (DBS) before their placement is confirmed. Aerobility staff will provide advice and assistance in the completion of the disclosure application. CRB checks from previous employment or volunteer placements may not be accepted.
- 4.2. Refusal to complete or update a DBS form when requested will result in automatic withdrawal of the offer of a placement.
- 4.3. Volunteers can undergo induction and training whilst waiting for their DBS check to be completed but cannot undertake unsupervised regulated activities until satisfactory checks have been received.
- 4.4. Volunteers are required to inform Aerobility if, at any stage of their volunteering, they receive a conviction or are subject to proceedings that could impinge on their suitability for the role of which they are volunteering or the credibility of Aerobility.
- 4.5. Aerobility does not preclude potential volunteers with previous criminal convictions but will look at each case objectively and fairly without compromising our legal duty of care and taking into account:
 - 4.5.1. The relevance of any offence in relation to the proposed area of work and volunteer role
 - 4.5.2. The nature of the former offence(s) and the seriousness of them
 - 4.5.3. The time where the offence(s) occurred and whether there has been any pattern of offending
 - 4.5.4. The age and circumstances of the applicant at the time the offence(s) occurred
 - 4.5.5. Whether there has been any significant change of circumstance

5. Role Description

- 5.1. To ensure that volunteers are clear as to what is required and expected of them and, just as importantly, that their experience of volunteering is rewarding, volunteers making a regular commitment to Aerobility will receive a written Volunteer Role Description setting out tasks and responsibilities. For some roles it will be possible for the volunteer to build on certain tasks once their confidence and experience has grown.
- 5.2. The Volunteer Role Description will generally include:
 - 5.2.1. The role title
 - 5.2.2. The tasks and responsibilities associated with the role
 - 5.2.3. The specific skills and experience required to fulfil the role, if any
 - 5.2.4. To whom, within Aerobility, the volunteer is responsible

6. Orientation and Training

- 6.1. Volunteers who undertake a regular commitment to Aerobility will undergo an orientation process during which they will have the opportunity to read and

discuss all relevant Aerobility policies and procedures, including those referred to in this policy document. As part of the induction process they will also be:

- 6.1.1. Provided with a copy of their Volunteer Role Description
 - 6.1.2. Briefed on all Health and Safety Procedures, including those relevant to their specific place of work
 - 6.1.3. Introduced to colleagues (paid and unpaid) with whom they will work
 - 6.1.4. Advised of any pre-training required in support of the role
 - 6.1.5. Asked to sign a Volunteer Agreement acknowledging that they have been made aware of and understand all relevant policies, procedures and terms relating to their volunteer role.
- 6.2. It is the responsibility of the Aerobility staff member supporting and supervising regular volunteers to arrange for any training required for specific tasks to be delivered before the volunteer undertakes those tasks. Members of staff should also be aware of the need to continually assess volunteer training needs and should support volunteers in obtaining relevant qualifications and skills within the constraints of available resources.

7. Support and Supervision

- 7.1. Aerobility is committed to supporting all volunteers in carrying out their role. To achieve this each volunteer will have a nominated member of staff responsible for supervising and supporting them in the performance of their role. Regular volunteers will have frequent “two-way” communications, where the staff member and volunteer can evaluate on-going activities, discuss, and as far as possible resolve any matters of concern and plan future activities. In some projects these sessions may be offered on a group basis but volunteers may request a one to one meeting if they consider it necessary.
- 7.2. Volunteers are part of the Aerobility team and will be invited to relevant meetings to keep them updated on activities and projects. This will also provide an opportunity for volunteers to share their views and concerns on Aerobility’s activities.
- 7.3. Some volunteers may require extra support in order to carry out their volunteer roles if for instance they:
 - 7.3.1. Have a physical impairment or serious health condition
 - 7.3.2. Have a learning disability
 - 7.3.3. Have mental health issues
 - 7.3.4. Are lacking in confidence after a long period of unemployment
 - 7.3.5. Are striving to break patterns of negative behaviour, such as gambling or drug misuse
 - 7.3.6. Are a non-English speaker
- 7.4. The nature of extra support required will depend on the individual volunteer’s needs and should be agreed with the Aerobility supervising member of staff and may take the form of:
 - 7.4.1. Assistance from an existing carer or support worker
 - 7.4.2. An Aerobility buddy or a mentor, who could be either a more experienced volunteer or a member of staff
 - 7.4.3. Extra supervision or support meetings with the supervising member of staff
- 7.5. Aerobility must be informed immediately of any change in a volunteer’s wellbeing, through the relevant supervising member of the team. Aerobility reserve the right to request any

volunteer to take time out from volunteering should there be any concerns over their wellbeing.

8. Volunteer Expenses

8.1. Aerobility believes that no one should be at a financial disadvantage through volunteering their time on a freely chosen basis and allows the claim of reasonable out-of-pocket expenses incurred by volunteers including:

8.1.1. Costs for any agreed travel undertaken during the course of volunteering

8.1.2. Incidental costs, such as stationery, but only with prior agreement with the supervising member of the team

8.2. All volunteers are entitled to be reimbursed for actual out-of-pocket expenses against receipts. An expenses claims form will be provided during the induction process and further copies are available from the Aerobility staff. This form also includes space to record mileage incurred in travelling, which will be paid at a standard rate, within HM Revenue and Customs approved bands.

8.3. Expenses will be paid retrospectively and completed claims should:

8.3.1. Be submitted within a month of the expenditure. Late claims may not be paid in full unless there are mitigating circumstances.

8.3.2. Have all appropriate receipts attached

8.3.3. Be passed to the supervising member of Aerobility staff for counter-signature

8.4. Aerobility will undertake to reimburse volunteer expenses as soon as possible in order to minimise inconvenience.

8.5. Volunteers who are receiving benefits should seek advice as to their rights and obligations to engage in voluntary work and any impact that this may have on their benefits. It is the responsibility of the volunteer to inform the benefit office about their commitment to volunteering.

9. Insurance and Health & Safety

9.1. Whilst undertaking the volunteer role, all volunteers are covered by Aerobility's public liability insurance. Volunteers using their own motor vehicles in connection with their volunteering must advise their insurance company that they are using the vehicle for such purposes.

9.2. Aerobility has a Health and Safety Policy, which applies equally to paid staff and volunteers. Volunteers will be made aware of the policy as part of the induction process and are expected to comply with its requirements. Whilst Aerobility is committed to ensuring that volunteers are not exposed to unnecessary risks whilst volunteering, volunteers equally have a responsibility not to expose themselves and others to unnecessary risk.

9.3. Aerobility is unable to accept responsibility for the loss, theft or damage of personal possessions or valuables.

10. Confidentiality

10.1. Aerobility have a strict Confidentiality Policy with which all volunteers are expected to comply. Volunteers need to be particularly aware that the personal details of volunteers and service users are treated by Aerobility in the strictest of confidence and should not be

disclosed to anyone outside Aerobility or used for personal purposes without prior permission from a paid staff member, and the explicit consent of the individual concerned.

10.2. All information of a personal nature relating to our volunteers will be held in compliance with the Data-Protection Act and will not be disclosed to outside Aerobility unless we have a duty of care to make such a disclosure. Nor will any information be held for longer than necessary and will be stored securely.

10.3. In signing the Volunteer Agreement, volunteers will be agreeing to respect and adhere to the confidentiality procedures as laid out in the Confidentiality Policy.

11. Resolution of Problems

11.1. The Aerobility complaints and grievance policies/procedures apply only to paid members of staff, however it is recognised that occasionally difficulties may arise that need resolution. To this end volunteers should, in the first instance, raise any concerns with their supervising member of staff, or, if they feel this inappropriate, the Chief Executive of Aerobility. Every effort will then be made to resolve the matter informally but if this is not possible the Chief Executive will instigate a formal process as outlined in the Grievance Procedure.

11.2. In cases where Aerobility has concerns about a volunteer's conduct or performance, the matter will, in the first instance, be raised in person by the Aerobility supervising staff member. If after this initial meeting or an agreed period of time, Aerobility considers that the volunteer's conduct or performance has not improved to a satisfactory standard and/or will not improve then the volunteer placement will be terminated. Situations that might lead to such an extreme situation include:

11.2.1. The volunteers consistently failing to meet the requirements of the Volunteer Role Description

11.2.2. A breach of any relevant Aerobility policy or procedure

11.2.3. When the volunteer is unable or unwilling to be directed in their involvement by a paid member of staff, or they are unable to relate effectively as part of the overall team

11.3. In the event of Aerobility deciding to terminate a Volunteer Agreement the volunteer will be formally notified of the reasons in writing.

12. Voluntary Termination of an Agreement

12.1. Aerobility considers that it should not be an embarrassment for volunteers to request that they terminate their agreement with us. It is appreciated that there are many reasons why volunteers "move on"; often it is through achievement and success; equally it may be that a volunteer finds the experience does not match their aspirations or to be unsatisfactory any longer. We do however ask that volunteers who wish to end their placement give us as much notice as possible. Equally, Aerobility will also try to give volunteers advance notice if their placement needs to end sooner than planned for reasons such as funding.

12.2. Volunteers who leave Aerobility for any reason may be invited to an exit interview. This procedure provides an opportunity to acknowledge their achievements whilst, through the feedback provided, helping to improve the support given to volunteers and provide vital monitoring and evaluation of our policies and procedures.

12.3. Any volunteer whose placement is summarily ended by Aerobility on grounds other than loss of funding may appeal against the cessation. All appeals must be made in writing within 7 days to the Chief Executive. All such appeals will be considered within 28 days of receipt.

13. Intellectual Property

- 13.1. Should a volunteer produce any work that falls within the category of being “intellectual property”, for example the design of a leaflet or logo, Aerobility reserves the right to retain ownership of such work and will, if requested, give the sum of one pence to the volunteer for the transfer of ownership.

14. Review

- 14.1. This policy will be reviewed on an annual basis by Aerobility Management team, in consultation with the Trustees and other relevant staff members.