**Moray Wellbeing Hub CIC - Volunteer Policy**

**Last reviewed & updated by H Tweedie 7/3/21**

**Background:**

The Moray Wellbeing Hub CIC (MWH) sets out to improve wellbeing and mental health for Moray communities. We do this through using life experiences as a way of connecting and inspiring people to create change, in themselves and for others.

As a community-led organisation of peers, volunteers are a vital component of what we do. As our main resource, we want to ensure they have the tools they need to improve their own wellbeing as well as their communities. As a core value of our work, we look to create a mutually beneficial relationship with volunteers.

The Moray Wellbeing Hub hosts volunteers mainly in the role as ‘Champions’. These individuals are defined as people who have experienced crisis or challenge in their mental health and want to create change for Moray. This role open to all ages and registration is available online.

**Our values: Mutuality, Intentionality, Authenticity**

The Moray Wellbeing Hub believes in ensuring inclusion, empowerment and equality throughout all our work.

* Authenticity: Open, honest and transparent communications;
* Mutuality: Mutual respect and trust;
* Community: A commitment to make best use of local resources
* Empowerment: Proactive in addressing negative power dynamics on wellbeing;
* Coproduction: A willingness to work with and learn from others;
* Strength based focus: A commitment to being positive and constructive;
* Respecting rights: Promoting equality and awareness of rights.

**Support for volunteers:**

To meet our aims Moray Wellbeing Hub will endeavour to support all volunteers;

* To recognise and claim expenses for costs incurred, where funding is available, including travel, childcare, carer costs and materials.
* To identify and attend appropriate training.
* To understand, receive and contribute to our communications about activities in the community.
* To contribute ideas for new and existing projects as part of a coproductive approach.
* To reflect the values of the Moray Wellbeing Hub in any action they undertake on our behalf, as such receive informal emotional support as a peer of experience of challenge or crisis in their mental health.
* As far as possible MWH will try to make volunteer selection inclusive (accessible to all), flexible (acknowledging individual circumstances), impactful (making a positive difference), balanced (not burdensome), voluntary (freely chosen by the volunteer) and meaningful (resonating with the volunteers’ ethos and aims).

**Types of volunteering at the Moray Wellbeing Hub: (see MWH Roles for more information on our structure)**

1. Champion role: general ad hock volunteering.
2. Formalised volunteer role: Additional application process is involved and requires specific skills and/or experience. Such roles have their own role description and other documents. Current examples include, Experteer and Community Connector.

**What we currently offer Champions (March 2021):**

* Weekly opportunities email to sign up for training, meetings, community opportunities etc (or hard copy versions of this monthly – funding dependant).
* If agreed in advance, expenses for travel at 45p per mile or project rate agreed, on receipt of train/bus ticket and also subsistence for longer meetings (see MWH claim form).
* Mentoring support from Volunteer Coordinators
* Online Slack resource for connecting Champions
* Weekly Champion Gatherings online.

**What we ask from all volunteers in return;**

* To agree to abide and promote the organisations values. For example, Champions looking after   
  their own wellbeing, therefore leading by example and living the values.
* If volunteers attend an event or opportunity on our behalf, to return CHIME reflection sheet,  
   a photograph if possible, as part of our sharing learning and research approach to our work.
* To abide by any additional agreements, they sign for specific roles, projects or tasks.
* To agree to MWH seeking a PVG Scheme verification when appropriate.
* To read carefully and sign up to our policies of confidentiality, safeguarding and others relevant to roles.

**Supervision and mentoring for volunteers:**

* Informal mentoring is available to any volunteer on request.
* Formal mentoring is provided in any formalised volunteer role. Details of support and supervision are laid out in their role description and/or application.

**Equality, diversity and inclusion: See our separate policy (in development)**

**Lone working: See our separate policy**

Wherever possible MWH colleagues (staff, volunteers or partners) deliver activity in pairs. This prevents need for lone working and supports our commitment to inspire wellbeing by sharing a range of experiences and perspectives. Volunteers may work with a non-MWH partner or colleague in their roles, this will not usually count as lone working unless clearly stated in advance.

**Induction and training: Formalised volunteer roles**

Volunteers can expect an induction process that will help them to clearly understand;

* their role and how this fits with other Delivery Team members in MWH
* how to access resources for this such as venues, finance, volunteers, materials etc
* support to explore and understand our relevant policies including complaints and insurance

**Induction and training: Informal Champion role**

Champions can expect to be:

* encouraged to explore and understand our relevant policies in an informal nature, through updates & events.
* provided short induction briefings before or at events they attend as representatives of MWH.
* supported appropriately for those under 25 with additional mentoring.

**Health & Safety and Insurance.**

We take the wellbeing of our volunteers very seriously, including around health and safety (see separate policy). Our volunteers and freelance team are covered by insurance for public liability.

**Complaints and whistleblowing: (separate policy in development)**

MWH are committed to continuous growth and reflection as an organisation, but should our informal feedback method fail it is important for volunteers to know the process.

In the first instance bring any concerns to your supervisor/mentor. If this is unsuitable, please contact a director. More training or mentoring might be sufficient to prevent a recurrence of the event

It is good practice to write your concerns down to use in this process, helping to clarify and record your concern.

Signed:

Position:  
Date:   
Review Date:

*Acronyms used in this document: MWH – Moray Wellbeing Hub CIC*