



Dun Laoghaire Rathdown Community Volunteers Policy

Dun Laoghaire Rathdown Community Volunteers Programme

2021

About this Policy

This document provides volunteers with clear guidelines on what is expected of them as a Dun Laoghaire Rathdown Community Volunteer, and explains how volunteers will be, recruited, trained, managed, and supported.

We have included some helpful reminders from the training that will be provided to all Dun Laoghaire Rathdown Community Volunteers.

This Policy relates exclusively to the Dun Laoghaire Rathdown Community Volunteers only. This policy does not constitute a binding contract. Dun Laoghaire Rathdown Volunteer Centre reserve the right to change the policy and to expect adherence to the changed content.

Volunteers will be notified of changes and are expected to act in accordance with all Dun Laoghaire Rathdown Volunteer Centre policies and procedures.

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1. Volunteer Involvement

THE IMPORTANCE OF THE COMMUNITY VOLUNTEERS PROGRAMME

As a Dun Laoghaire Rathdown Community Volunteer you are part of a diverse group of people who are willing to help communities in Ireland, to make them better placed to respond quickly and effectively to provide urgent community support in times of local and national need.

As a Dun Laoghaire Rathdown Community Volunteer you can stay connected and engaged with your community by providing support for community events.

Volunteering may be challenging, but it is rewarding. This is your opportunity to support your community and make a real difference.

WHAT WILL VOLUNTEERS DO

Dun Laoghaire Rathdown Community Volunteers will take on roles that are short term or episodic and that provide either urgent community support or community event support:

Urgent Community Support - This could be in response to a national crisis such as COVID-19, a local disruption such as a weather event or water shortage, or simply a local need that could be met by volunteers acting quickly, for example, practical support for an individual in the community, or a food bank receiving a big donation that needs processing.

Community Event Support - Supporting local events, such as community festivals, parades, concerts, matches, sporting events, environmental events or clean ups etc.

As a Dun Laoghaire Rathdown Community Volunteer you will have the opportunity to sign up to all Community Volunteer Roles. You can get involved as often or as little as you like, when it suits your schedule.

WHO CAN VOLUNTEER

Dun Laoghaire Rathdown Community Volunteers is ideally suited to people who want to get involved in showcasing their communities and are enthusiastic and reliable.

As a Community Volunteer there will be a variety of roles that you may take part in. Some will suit those who are comfortable being outdoors and on their feet. Often you will need to be comfortable dealing with new people and relating to the public in a positive and friendly way. Community Volunteers should be able to volunteer within a diverse team.

Dun Laoghaire Rathdown Community Volunteers will consider involving anyone over 18 as a volunteer.

We will accept volunteers on a strictly equal opportunity basis, with the understanding that each volunteer is capable of fulfilling the tasks assigned to them in a way that does not compromise themselves, their colleagues or the public.

DEFINITION OF VOLUNTEERING

“Volunteering is any time willingly given, either formally or informally, for the common good and without financial gain

...doing more than you have to, because you want to, because you care.”

National Volunteering Strategy 2021-2025

WHAT CAN VOLUNTEERS EXPECT

Dun Laoghaire Rathdown Community Volunteers can expect to:

- Be provided with adequate information and orientation about the programme and your role.
- Be given a role outline and agreed volunteer hours.
- Receive supervision, support, and management.
- Be treated with respect, dignity, and courtesy at all times.
- Be managed in accordance with equal opportunity laws and best practice.
- Have access to complaints procedures.
- Have your feedback and comments listened to.
- Be provided with training appropriate to the role.
- Be adequately covered by insurance.
- Have your personal information dealt with in accordance with the Data Protection Acts and our privacy policy.
- Have your voluntary contribution valued and recognised.

WHAT IS EXPECTED OF VOLUNTEERS

As Dun Laoghaire Rathdown Community Volunteers we expect you to:

- Be professional, friendly, helpful, courteous, and respectful at all times.
- Be punctual for your shift.
- To meet the time, duty and task commitments outlined in your role description and to provide sufficient notice if unavailable.
- Be respectful of diversity and cultural differences - we welcome volunteers from all groups and backgrounds.
- Wear the volunteer apparel or PPE as supplied.
- Respond to communications from the Volunteer Manager & Leaders.
- Support fellow Volunteers.
- Adhere to the Programme's policies, procedures and code of conduct.
- Act in a way that is in line with the aims and objectives of Dun Laoghaire Rathdown Community Volunteers.
- Follow all health, safety, hygiene, and other protocols as advised.

1. Volunteer Recruitment

APPLICATION PROCESS, INDUCTION AND SELECTION

There are several stages involved in the Community Volunteers application, induction, and selection process:

1. Applicants will fill in an online application form so Dun Laoghaire Rathdown Volunteer Centre can learn more about their skills and interests.
2. They will be invited to take part in an introductory webinar to get insight into the programme and the different ways to get involved.
3. Applicants will meet with the Volunteer Manager at Dun Laoghaire Rathdown Volunteer Centre, who will discuss the programme, complete an ID check and answer any questions you might have.
4. Successful applicants are asked to attend training in Urgent Community Support & Event Volunteering best practice.
5. As a Community Volunteer you can then sign for any roles that interest you. Your first role will be a trial shift so that both you and the Volunteer Manager can make sure the programme is a good fit.

Volunteer selection is based on the requirements of Community Volunteers roles, the volunteer's suitability, interest, skills, experiences, and availability.

Selection of volunteers is subject to:

- Completion of application form and attendance at an introductory webinar.
- Meeting with Dun Laoghaire Rathdown Volunteer Centre.
- Attending training and a trial shift.
- A willingness to engage with the general public in a positive manner.
- You must be 18 years of age or older the first time you volunteer.

Without meeting the above criteria, volunteers will be ineligible to volunteer with Dun Laoghaire Rathdown Community Volunteers.

ORIENTATION & TRAINING

Volunteer training and orientation is a planned programme to enable volunteers to learn about their roles, appropriate actions, and the volunteer code of conduct, as well more about the Dun Laoghaire Rathdown Community Volunteers programme.

All Dun Laoghaire Rathdown Community Volunteers are required to attend an introductory webinar and a training session on Urgent Community Support and Event Volunteering best practice. During training, volunteers will be provided with opportunities to ask and discuss any questions about the programme and their role.

A Volunteer Manager or Team Leader will provide onsite induction and orientation at each Community Volunteers role as well as providing guidance and support throughout the shift.

3. Volunteers on the ground

TIME MANAGEMENT

Volunteers are asked to sign-in and sign-out for each and every shift.

Please only sign up for roles you are confident you will be able to attend. If you can't make a volunteer shift please provide us with at least 24 hours' notice by cancelling the shift on your Community Volunteers page on www.I-VOL.ie. This allows us to ensure we have adequate numbers of volunteers at each shift.

If you need to give less than 24 hours notice, please contact your Volunteer Manager directly (you will have been given their contact details). If you sign up and do not attend a shift on two or more occasions, without letting us know, you will be removed from the Dun Laoghaire Rathdown Community Volunteers list. Volunteer engagement is an integral part of the Community Volunteers programme, we are reliant on the generosity of our volunteers to make this programme a success.

TIPS FOR SPEAKING WITH A PERSON WITH LIMITED ENGLISH

- ☐ Speak slowly and use plain English.
- ☐ Take the time to find out if they understand you.
- ☐ Try to re-word your sentence, use different words.
- ☐ Do not talk down to the person.
- ☐ Be patient and listen, let them finish what they want to say.
- ☐ If you do not understand ask them to repeat themselves.
- ☐ Use a map when giving directions and point people in the right direction.
- ☐ Be aware they may not understand if your accent is very strong.
- ☐ Speaking louder is unlikely to help.

DEALING WITH DIFFICULT SITUATIONS

While most people will be very nice there is a possibility you might encounter a difficult situation. If you are faced with such a situation, remember:

- ☐ Don't take it personally, you don't know what might be going on for this person.
- ☐ Stay calm. Don't respond and don't argue back.
- ☐ Keep your speaking tone and volume neutral.
- ☐ If necessary, take a step back and try to disengage.
- ☐ If someone has a complaint, listen, and let the person talk.
- ☐ You might ask "How can I help you?"
- ☐ Be professional and discreet.
- ☐ If there is an issue to report then discuss this with the Volunteer Manager.

In the event of you encountering an emergency situation, do not get involved. Instead, go to a safe place and contact the Gardaí. Please report any such incident to the Volunteer Manager.

GARDA VETTING

Garda vetting is not required to be a Community Volunteer. There may be some specific roles that are offered to Community Volunteers that do require Garda Vetting. Community Volunteers are under no obligation to take on a Garda Vetting relevant role if they do not wish to do so. If a Community Volunteers role is relevant for Garda Vetting it will be clearly stated in the role description. If you are interested in taking on a Garda Vetting relevant role, you will be vetted for that specific role. You may consider gathering your list of past addresses so that if you choose to apply for a Garda Vetting relevant role your garda vetting could be completed with minimum delay.

4. Management of volunteers

SUPPORT AND SUPERVISION

The success of the Dun Laoghaire Rathdown Vaccination Centre Volunteer Programme relies on volunteers enjoying their role and feeling supported. Volunteers will be supervised by the assigned Volunteer Manager. The Volunteer Manager's role is to provide advice and guidance relating to the role and support and supervision to volunteers. Any queries, concerns or grievances should be addressed to the Volunteer Manager to be dealt with directly.

ENDING THE VOLUNTEER RELATIONSHIP

There are circumstances under which volunteers will be asked to leave. Grounds for being asked to leave include, but are not limited to, the following:

- Gross misconduct including being under the influence of alcohol and/or drugs. This includes turning up for a shift smelling of alcohol.
- Theft.
- Misuse of programme equipment and materials.
- Abuse including physical or verbal abuse of members of the public, fellow volunteers or volunteer programme staff.
- Failure to respect personal boundaries or acting in an inappropriate manner.
- Inappropriate touch.
- Being disrespectful of cultural differences or diversity amongst the volunteer team or public.
- Failure to turn up to shifts on time.
- Breaches of confidentiality.
- Failure to abide by policies, procedures, and code of conduct.
- Failure to follow an instruction given to you by a member of the DLR Community Volunteers Team.
- Failure to complete duties to a satisfactory standard.

Volunteer involvement will not be ended until the volunteer has an opportunity to discuss the reasons for being asked to leave with the Volunteer Manager. When a volunteer is asked to leave this will be communicated both in person and in writing to the volunteer. If a volunteer is deemed to have behaved with extreme detriment to relevant policies & procedures, to DLRVC or DLR Community Volunteers, their respective reputations, or to the health and safety of others, we reserve the right to end its relationship with the volunteer with immediate effect. Otherwise, issues including disciplinary matters will be raised with individual volunteers in the first instance by the Volunteer Manager.

5. Code of conduct for volunteers

Dun Laoghaire Rathdown Volunteer Centre expect volunteers to abide by the following practices:

ATTITUDE

Volunteers are expected to engage with their colleagues and members of the public in a positive manner. This is a key component of the role – interacting with the general public.

A professional attitude in which the role comes first is expected and professional courtesy must reign at all times. Dominant, aggressive, oppressive and disrespectful behaviour are not tolerated and will be dealt with immediately. Anyone, witnessing such behaviour should report it to the Volunteer Manager immediately for further action.

Volunteers smelling of alcohol or under the influence of drugs (including alcohol) will not be permitted to volunteer and will immediately be asked to leave by the Volunteer Manager or Team Leader. Any suspicion of substance abuse should be immediately reported to the Volunteer Manager.

TEAMWORK

Co-operation and teamwork amongst the volunteers, volunteer programme staff and the public is required and encouraged. Volunteers are expected to volunteer within a diverse team and be respectful of cultural differences.

SCHEDULING AND ATTENDANCE

Volunteers are asked to schedule their shifts online, through their Community Volunteers page on www.I-VOL.ie, the same platform used for the application process. Dun Laoghaire Rathdown Volunteer Centre asks that volunteers are proactive in signing up for shifts.

Basic steps to signing in for a shift online:

- Go to www.I-VOL.ie
- Click 'Community Volunteers' in the menu at the top of the page.
- Go to the 'Upcoming Roles' tab to see roles you can sign up for.
- Click 'See Available Shifts.'
- Click 'Sign Up' beside the shift that suits you.

If you are unsure how to schedule your shift or you do not have internet access, please contact the Volunteer Manager who will be happy to talk you through the process over the phone.

Schedules are available on a first-come, first-served basis and we ask that volunteers schedule themselves realistically i.e. when they know they are available.

If you are running late or cannot make it on the day please contact the Volunteer Manager, using the mobile number that is supplied to you.

CLOTHING AND PERSONAL HYGIENE

T-shirts are provided and must be worn at all times when volunteering with Dun Laoghaire Rathdown Community Volunteers. Clothing worn under your apparel should be clean and tidy at all times and volunteers should be mindful of personal appearance.

We strongly recommend that volunteers wear proper comfortable footwear and clothes appropriate to the Irish weather. This will help to create a professional look amongst the volunteer team.

REPRESENTING Dun Laoghaire Rathdown VOLUNTEER CENTRE

When volunteers take part in a Community Volunteers role, they represent Dun Laoghaire Rathdown Community Volunteers and Dun Laoghaire Rathdown Volunteer Centre. Volunteers are not, however, spokespersons for Dun Laoghaire Rathdown Community Volunteers programme or the organisers involved in any capacity beyond their volunteer role, unless otherwise agreed. This includes, but is not limited to, statements to the media, social media posts, joint initiatives with other organisations and agreements involving contractual or financial obligations.

6. Health & Safety

GENERAL

The health and safety of all volunteers is our absolute priority. To this end, all volunteers must abide by all health and safety guidelines, as directed. Some basic health and safety guidelines are as follows:

- ☐ Wear your volunteer apparel so you are always identifiable.
- ☐ Bring your mobile phone with you and ensure it is fully charged.
- ☐ In case of an emergency (where an incident requires an immediate Police / Garda response) call 112 or 999.
- ☐ Be prepared for all weather conditions.
- ☐ Volunteers are insured for the agreed location, days and times only.
- ☐ Do not administer first aid if you are not trained to do so.
- ☐ Do not enter a confrontation of any form with any member of the public.
- ☐ Ensure that you drink plenty of water and eat food before and during your shift.
- ☐ Make the Volunteer Manager aware of any medical or health issues affecting you.

COVID-19 (Add or remove as appropriate)

All volunteers must follow the latest HSE guidelines (www.hse.ie/coronavirus) to help stop the spread of coronavirus, including:

- ☐ Wash your hands frequently for at least 20 seconds with soap and water.
- ☐ Use hand-sanitiser where handwashing facilities are not available and before entering the main club room.
- ☐ Cough or sneeze into a tissue or your elbow.
- ☐ Dispose of tissues in a waste bin.
- ☐ Always maintain physical distancing of 2 metres.
- ☐ Avoid touching your eyes, nose, and mouth.
- ☐ Wear the PPE (supplied face mask and gloves) and dispose appropriately as instructed.
- ☐ Inform the Volunteer Manager, if displaying any of the symptoms of coronavirus and do not report for volunteering.

PERSONAL PROPERTY

We strongly advise that volunteers do not bring any valuables with them on their volunteer shifts. All mobile phones should be kept safe and hidden from view and only used if really needed. DLRVC do not accept responsibility for any personal property belonging to volunteers nor are we in a position to provide reimbursement for stolen or lost personal items.

7. General Information

VOLUNTEER FEEDBACK SURVEY

The Volunteer Manager will distribute an online survey to evaluate the experience of all individual volunteers. All volunteers are asked to respond to this survey.

INSURANCE

Insurance is provided by Dun Laoghaire Rathdown Volunteer Centre to cover all volunteering carried out in line with instructions issued by your Volunteer Manager.

REIMBURSEMENT OF EXPENSES

Unfortunately, we are not in a position to reimburse out-of-pocket expenses, travel to/from the volunteer shift or overnight accommodation.

CONFIDENTIALITY

All information that is or has been obtained by you during, or in the course of your involvement, or has otherwise been acquired by you in confidence, that relates particularly to Dun Laoghaire Rathdown Community Volunteers, or that of others connected with the programme that has not been made public by Dun Laoghaire Rathdown Volunteer Centre, is confidential. Volunteers must not at any time, before or after the end of their involvement with Dun Laoghaire Rathdown Community Volunteers, disclose such information to any person without the written consent of Dun Laoghaire Rathdown Volunteer Centre.

Volunteers are expected to exercise care to keep safe any documents or other material containing confidential information, and at the end of your involvement with the programme, or at any other time upon demand, return any such material in your possession.

PERSONAL INFORMATION

Volunteers can be confident that all information provided by them to Dun Laoghaire Rathdown Volunteer Centre as part of the Dun Laoghaire Rathdown Community Volunteers programme will be dealt with in accordance with Data Protection Policy and Data Protection Acts.

COPYRIGHT

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your involvement with Dun Laoghaire Rathdown Community Volunteers Programme is our property and our copyright. Copyright All Rights Reserved © 2021 Dun Laoghaire Rathdown Volunteer Centre. Copyright - All Rights Reserved © 2021 Dun Laoghaire Rathdown Volunteer Centre.

8. Privacy Policy

WHO HAS INITIAL ACCESS TO MY INFORMATION

Dun Laoghaire Rathdown Volunteer Centre are the only organisation to have access to your application information. We will share your name and contact details with Community Volunteer Partner Organisations in order to confirm volunteer schedules and/or in the event that contact tracing is required. We may need to forward your name to Community Volunteer Partner Organisations for the purposes of obtaining a travel letter/badge, in line with Government protocols, on assisting with “essential services” during the COVID-19 public health emergency in Ireland. If we need to do this, we will inform all volunteers. We take this responsibility seriously and are committed to protecting and respecting your privacy.

HOW IS MY INFORMATION USED

We offer our user registration service to make it as easy as possible for you to apply online for volunteering opportunities. We only process your personal data with your consent for carefully considered purposes, it will only be processed to:

- ☐ Assist you with your desire to volunteer.
- ☐ Provide you with information about volunteering and our services.
- ☐ Carry out research which helps us gain a better understanding of volunteering in Ireland.
- ☐ Improve our services to you.

Whenever we process data for these purposes, we will always keep your personal data rights in high regard and take account of these rights.

WHAT ARE MY RIGHTS

It is your information and at any time you can request access to and rectification or erasure of your personal data. You can also request restriction of processing or you can object to processing. You also have the right to data portability which means transferring it to another data controller. In addition you can withdraw your consent at any time. For more information on your rights you can go to www.dataprotection.ie

WHO DO I CONTACT TO MAKE A REQUEST TO

You should contact Dun Laoghaire Rathdown Volunteer Centre for all data requests. Contact details are on our website.

HOW LONG DO YOU KEEP MY INFORMATION FOR

We will only keep your data on our database for as long as needed i.e. until there is no longer a need. You have the right to have your information deleted at any time - please contact DLRVC if you wish to have your information taken off our mailing list. Each time we contact you, you will be given the opportunity to notify us, if you want it removed, or you may contact us directly about it.

WILL MY INFORMATION BE SHARED WITH ANYONE ELSE

When you register your interest in volunteering with us your contact details (name, address, phone and email) and skills information are stored in your application form. This information you provide will never be passed on to a third party without your permission unless we are legally obliged to do so. Your name may be forwarded to Community Volunteer Partner Organisations for the purpose of reviewing volunteer schedules. Should contact tracing be required, your contact details may be forwarded to Community Volunteer Partner

Organisations. Your name, if required, may be forwarded to Community Volunteer Partner Organisations for the purpose of obtaining a travel letter/badge.

WHAT DO I DO IF I'M NOT HAPPY WITH HOW MY INFORMATION IS BEING HANDLED

You should contact the Volunteer Manager or the Manager of Dun Laoghaire Rathdown Volunteer Centre who will deal with your issue or complaint. If you are not happy with the resolution you can lodge a complaint with the office of the data commissioner:

<https://www.dataprotection.ie/>

WHAT ELSE SHOULD I KNOW

Once you are registered with us you will occasionally receive volunteering information from us by email or SMS text. You can also delete your profile and data. You may also be contacted occasionally to complete a short survey on our services. You can choose not to complete these surveys when you receive them.

About Us

Dun Laoghaire Rathdown Volunteer Centre is the one stop shop for volunteering, providing services and supports for organisations and individuals in the Dun Laoghaire Rathdown County Council area.

www.volunteerdlr.ie