



# Essential Information for Volunteering



**morgoy**  
council



Dear Volunteer,

I wish to extend a warm welcome and huge thank you for considering supporting the work of Moray Council, through volunteering.

Wherever possible in the varied work of different departments we wish to promote access to opportunities where volunteers can add value to services.

Volunteers are a valuable community resource and can bring a fresh perspective and insight into how business is conducted and services delivered.

Volunteering in itself can refine or build new skills and contributes to the lifelong learning culture that we wish to promote as an employer.

This booklet provides some initial information to support your volunteer role.

I hope you enjoy your time with us and look forward to meeting you in due course.

Yours sincerely,

A handwritten signature in cursive script, reading "L Laing". The signature is written in black ink on a light-colored background.

Councilor Louise Laing  
Chair, Communities Committee



# Introduction

This handbook provides basic information on what to expect whilst volunteering with Moray Council. We hope this information will help you understand your role as a volunteering and Moray Council's expectations of you if you choose to get involved.

## **Who can become a Council volunteer?**

- The Council carries out its duties under equal opportunities requirements. Volunteering is open to all, regardless of gender, race, sexual orientation, disability, age, religion or political beliefs
- Volunteer opportunities are varied and are offered on the basis of the suitability of the volunteer to carry out the particular role in the context of the location and activity, plus the physical and mental demands of the task
- The Council has no upper age limit and recognizes the valuable contribution made by older volunteers in terms of knowledge, skills and experience. For certain tasks and activities there are age restrictions due to Health & Safety and Child Protection legislation

## **Becoming a Volunteer:**

Volunteering can be a rewarding and valuable experience for those who choose to give their free time to help others. Opportunities could build on existing knowledge or experiences or be something completely new to the individual.

The Council has a responsibility and duty to protect vulnerable persons; therefore, it is necessary to obtain PVG (Protecting Vulnerable Groups) clearance for any volunteer who will be coming into contact with children or vulnerable adults. It is also necessary to follow up references before volunteering

commences. This is the same safety process for paid employment.

## **Volunteer benefits**

Volunteering is an exchange of skills and benefits. Whilst potential benefits differ from individual to individual, there are some tangible ways in which people can gain:

- Increased self-worth and wellbeing
- Acknowledgement and recognition of service
- Accreditation opportunities
- Future references

The Council department you are linked with shall provide you with:

- A key contact and support person
- A clear explanation of your role and activity
- Appropriate guidance, training and support for your role
- Regular review to ensure needs are met for you and the Council

## **Expectations of volunteers:**

As a volunteer you become part of the organisation that the public view as “The Council” and so it is expected that you will conduct yourself as an employee should. This includes:

- presenting appropriately for the role, wearing an ID badge
- complying with the employees code of conduct ( which will be given to you in induction)
- carrying out tasks in a timely manner
- operating within agreed guidance relating to the role e.g. following health and safety instructions
- respecting confidentiality and adhering to any policies and procedures associated with information e.g. social media
- attending training, support or review sessions as required

## **Our approach to volunteering is to:**

- Volunteers will not be involved in tasks to replace council staff
- Develop and promote best practice in the support and involvement of volunteers in the work of Moray Council
- Recognise and promote the importance of volunteering to the work of the Council
- Identify the standards to which Council staff and volunteers are expected to adhere
- Ensure appropriate support, training, supervision and review is available and aligned to the activity
- Ensure that volunteering with the Council is an enjoyable, rewarding experience where individuals achieve

## **Expenses**

Council volunteers can claim to be reimbursed for authorised travel expenses for the placement/activity. The mileage rate for volunteering is in line with the current HM Revenue and Customs rate. All expenses must be submitted before the 10<sup>th</sup> of the month to line managers on a claim form and receipts provided on a monthly basis, payment is a month in arrears. Some activities may warrant access to pool cars to reduce costs to the Council.

## **Attendance**

Regular attendance is desirable for the Council in order to assist the smooth and effective provision of services. We do appreciate that you will make every effort to attend and arrive on time. We also understand that unexpected events may on occasion prevent this from happening. It would be helpful if you could inform your supervisor or manager as soon as possible so that alternative arrangements can be made.

## **Volunteer records and data protection**

The Council holds volunteer details and activity records to document the contribution made by volunteers overall and for Health & Safety compliance. The Council is registered under Data Protection legislation. With your permission, we may use the data to keep you informed of other news and activities concerning the Council. We also would want to promote good news stories about the work of the Council that you may be connected with either internally or externally in different forms of media.

## **Induction and training**

Detailed and relevant information regarding your particular volunteer role will be provided by your key contact. You will receive an induction or briefing that is appropriate to your role and which may be on an individual or group basis. Training and development will be agreed and linked to tasks and regularly reviewed.

## **Health & Safety**

In accordance with the Health & Safety at Work Act 1974, the Council is responsible for ensuring, so far as is reasonably practicable, the health, safety and welfare of employees. The Council regards volunteers and members of staff in the same way. Each department has its own safe practice or risk assessment systems and it is important that you understand them. This should be covered in your induction or provided during training. All volunteers have a responsibility whilst in the workplace or carrying out Council activities to ensure that they do not put themselves or anyone else at risk. A copy of the Council's safety policy is available on the Council Intranet.



## **Insurance**

The Council has Employers' Liability Insurance cover in place for all its personnel, including all volunteers, whilst engaged in voluntary work or associated activities connected with services.

### **Motor insurance**

All Council vehicles and hired vehicles are comprehensively insured for any driver who has been given authorisation to drive by a Council representative. All drivers must complete a driver's declaration form.

Volunteers using their own vehicles must ensure that they have suitable insurance cover.

### **Personal belongings**

The Council cannot accept liability for any personal items on Council property belonging to staff or volunteers. Personal belongings are not insured by the Council and all personal items should be covered under individual's own property insurance

### **Dispute resolution**

The Moray Council aims to treat all staff and volunteers fairly and objectively. We do recognise that situations arise from time to time which volunteers and / or staff needs to resolve. If you have a problem concerning any aspect of your volunteering, we ask that you take this up directly with the key contact that is responsible for you in the first instance. If this does not resolve the situation then they will inform you of a higher authority. If this is not forthcoming then contact can be made with the HR helpline.

## **Support and Inclusion**

People with a disability or mental health issue who wish to become volunteers may be able to receive extra support from the Moray Council Employment Service (01343 543451). We would look for a referral to this service if support is required. This support will be tailored to specific needs, will be as unobtrusive as possible and will help promote independence to enable the individual to fulfill the role of a volunteer.

## **Employment opportunities**

Volunteers with appropriate experience and qualifications are encouraged to apply for any employment vacancies within the Council. All vacancies are advertised on [www.myjobscotland.co.uk](http://www.myjobscotland.co.uk)

## **Volunteering opportunities**

We currently have volunteers in many departments. Here are some of them:

### **Health and Social Care Moray**

**Tel:** 01343 563515

**Email:** [volunteering.CC@moray.gov.uk](mailto:volunteering.CC@moray.gov.uk)

**Website:** [www.moray.gov.uk/volunteering](http://www.moray.gov.uk/volunteering)

### **The Duke of Edinburgh's Award**

**Tel:** 01343 563989

**Email:** [dofemoray@moray.gov.uk](mailto:dofemoray@moray.gov.uk)

### **Sports Development & Active Schools**

**Tel:** 01343 563 657

**Website:** [sportinmoray.co.uk](http://sportinmoray.co.uk)

### **Libraries**

**Tel:** 01343 562600

**Website:** [Libraries and Information Services](#)

**Essential Skills****Tel:** 01343 562632**Website:** [Essential Skills](#)**Primary & Secondary Schools****Tel:** 01343 563374**Email:** [educationandsocialcare@moray.gov.uk](mailto:educationandsocialcare@moray.gov.uk)

All of the above fall under **Community Learning and Development**. For further information on **CLD**

**Tel:** 01343 563989

Further information about volunteering opportunities across Moray's communities is available from **tsiMORAY**

**Tel:** 01343 541713**Website:** [tsiMoray](#)

For alternative formats, languages or further information, please ask an English speaking friend or relative or

**Email:** [equalopportunities@moray.gov.uk](mailto:equalopportunities@moray.gov.uk) or**Write to:**

Chief Executive's Office

High Street

Elgin

IV30 1BX

**Volunteer Notes:**