



THE MAZE GROUP

Volunteers Policy

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What we do

The MAZE Group is a Community Interest Company (CIC) aimed at parents of children who have (or have sought) a diagnosis for an additional need.

Courses are structured over 12 weeks, and offer specialised advice and support in: sensory processing difficulties; communication strategies; understanding social awareness; lifestyle issues (sleep, continence, diet); functional behaviour analysis; behaviour management (using positive strategies); positive family relationships; building resilience; planning for the future.

Find out more about our Company:

Visit: <http://www.themazegroup.co.uk>

Facebook: MAZE

Who is this policy for?

This policy is for The MAZE Group volunteers who have accepted an agreed role with the Company. It outlines the principles on which the relationship between volunteers and the Company is based. It also provides basic information about volunteering with us.

Volunteers support The MAZE Group by giving their time to carry out roles which have been initiated by or agreed with the Company.

The volunteering relationship is a unique relationship based on trust. It doesn't involve the obligations associated with employment and no payment, other than the reimbursement of agreed expenses, is made to people who give their time to volunteer.

Recruitment and Selection

The MAZE Group welcomes and respects the breadth of experience, skills and knowledge that volunteers bring. We carry out informal interviews to ensure the role is right for both parties. We'll base our selection on the ability of each applicant to carry out the role, taking in to account any effect volunteering may have on the safety of all parties, our brand and reputation.

Some roles may require additional screening, for example if the role involves working with young people or access to confidential data.

Age

In most cases, you will need to be over 16 years of age to volunteer independently and under 18s will be asked for parental/guardian consent. Younger people may get involved in some aspects of volunteering with us if they are accompanied by a responsible adult.

We do not have an upper age limit for volunteers but there may be situations that require us to ask someone to stop volunteering – for example when health issues are considered a risk to the person concerned or others around them.

Getting Started

Welcome to the team! We want to make sure you have everything you need to get started so we'll provide you with either an induction or access to useful materials and information. Your staff contact will be Sue Anderton, who can be contacted on themaze@btinternet.com.

Equal Opportunities and Diversity

You'll be volunteering in a company that is committed to creating and fostering a culture that promotes respect for each other and values individual differences. We will not condone, tolerate or ignore any form of discrimination or unacceptable behaviour.

Our Commitment to Volunteers

We want you to enjoy volunteering with us and we take our responsibilities towards you very seriously. As a MAZE Group volunteer, you'll also be a representative of the Company and, as such, we ask that you act appropriately.

We will:

- Offer equal opportunities to everyone who wants to volunteer.
- Match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations.
- Provide a clear volunteer description clarifying your role and responsibilities and the standards required.
- Offer appropriate training and support and encourage you to develop in your role.
- Celebrate success and recognise your contribution.
- Respect all volunteers and listen to what you have to say.
- Provide information about our work, our policies and our procedures.
- Reimburse agreed out of pocket expenses in line with The MAZE Group's policy and guidance.
- Make necessary arrangements to ensure your health, safety and welfare as a volunteer.
- Encourage a positive atmosphere to enable you to have the best volunteering experience possible.
- Listen to and act on your concerns if expectations aren't met.

We ask you to:

- Commit to our aims and values and be a positive advocate for The MAZE Group.
- Aim for high standards of efficiency, reliability and quality in your volunteering; giving the best of your skills and abilities.
- Treat everyone you come into contact with through your role with dignity and respect, understanding that no form of harassment, bullying or discrimination will be tolerated.
- Work in partnership with other volunteers, staff and the general public.
- Support and act in accordance with our organisational policies, guidelines, procedures and management decisions – including all aspects of equal opportunities, health and safety, finance, data protection, safeguarding and use of our brand – and to ask if something isn't clear.
- Respect and maintain confidentiality.
- Always consider and protect The MAZE Group's reputation in your actions and conduct, acting responsibly and within the law.
- Be accountable for your behaviour and actions, and be open to receiving feedback.
- Let your staff contact know first if you have any problems so that we can find a solution together.
- Let your staff contact know if there are changes in your personal circumstances that may affect your volunteering.

Health and Safety

We're committed to ensuring your well-being and safety whilst you are volunteering. We expect our volunteers to contribute to maintaining a safe working environment.

Whilst volunteering you must:

- Take reasonable care of the health and safety of yourself and other people who may be affected by your actions or omissions.
- Co-operate with staff by assisting them to fulfil their statutory duties.
- Follow the health and safety policy and measures put in place by The MAZE Group or any organisation whose premises you may be working on.
- Report any accidents/incidents or dangerous circumstances to a member of staff, whether or not anyone has been injured.
- Be aware of actions to take when an emergency situation arises and who to contact for support.
- Undertake Health and Safety training as requested by The MAZE Group and appropriate for your role and duties (including refresher training).

Copyright, Intellectual Property and Photography

The rights to any original works that you may produce in the course of your volunteering will belong to the Company, unless otherwise agreed. Examples of this include; photography, artwork, graphic design and written work.

We may use photographs of volunteers carrying out their roles for promotional purposes, for example in a leaflet or online. If you don't want us to use your image please make Sue Anderton aware by email themaze@btinternet.com.

Training and Development

You will have access to training or information to help you successfully carry out your volunteering role. You will be offered an appropriate induction including information about the volunteering environment and any equipment you may be using in your role. If you choose to take on an additional or alternative role or activity as a volunteer, your staff contact will be happy to help you widen or develop your skills and knowledge accordingly.

Data Protection and Confidentiality

We take great care to protect your information as part of our data protection responsibilities.

During your volunteering, you may come into contact with personal, sensitive and commercially sensitive information related to staff, volunteers, supporters and The MAZE Group operational activity.

As a MAZE Group volunteer, we expect you to follow our Data Protection Policy and the measures put in place to protect this information and to ensure it's kept private and confidential at all times.

Social Media

Many of us have personal accounts on social media platforms to socialise and keep in touch with friends. You are expected to ensure that the information and opinions you share protects

The MAZE Group's reputation and are not in conflict with our brand, guidelines and policies or could bring the Company into disrepute.

- Use common sense when posting anything online.
- Only post things you would be happy to be repeated – remember what you say online can never be completely private and it's easy to link your social media profile to The MAZE Group even if it's not clearly stated on your profile.
- Respect confidentiality, data protection and personal privacy.

Expenses

Volunteers may request reimbursement of reasonable out-of-pocket expenses and, if devoting a full day to the Company, a sandwich lunch or equivalent. Payment of reasonable expenses must be authorised by Sue Anderton in advance and receipts or tickets will be required.

Insurance

The MAZE Group has appropriate types of insurance in place to cover our volunteers. These include employers' liability insurance and public liability insurance which provide cover in the event of a volunteer being harmed due to the negligence of the Company, or a third party being injured as a result of the actions of a volunteer whilst performing The MAZE Group duties. However, our insurance does not cover your personal belongings.

Using Your Own Vehicle

The MAZE Group does not provide motor insurance for volunteers. Driving in connection with volunteering is normally classified by insurers as 'social, domestic and pleasure' which is part of your standard cover but we recommend that you check with your insurer.

If we have agreed to reimburse your expenses for travelling in your own vehicle, we use the government standard mileage rate, which includes an allowance for insurance as well as fuel, maintenance, tax etc.

Smoking and Substance Abuse

All MAZE Group premises and events are smoke-free. No smoking is allowed in or near our sites.

Volunteering whilst under the influence of alcohol or drugs will not be accepted.

Media Relations

No comments or stories should be given directly to the media, unless your volunteer role specifically includes talking to the press or other local media. Generally, our media relations are handled by trained specialists and so any requests from the press, etc. should be referred to Sue Anderton (themaze@btinternet.com).

Resolving Concerns

We take your concerns seriously and we'll make every reasonable effort to resolve any difficulties. If you have any problems or complaints about your volunteering please take the following steps:

- Talk to Sue Anderton immediately. Sue can be contacted on themaze@btinternet.com.
- Sue will hold an informal meeting with you and make every reasonable attempt to find a satisfactory solution.

- If informal approaches have been reasonably tried and failed to resolve the situation, or the complaint is about Sue Anderton, you should contact The Board of Directors in writing.

Whistle Blowing

If you find that any member of staff or volunteer is behaving in a way that is likely to bring the Company into disrepute or cause financial loss, you should let Sue Anderton know immediately. If, for any reason, you would rather not talk to Sue, please call the confidential and independent Whistle Blowing Hotline free on 0800 374199.

Safeguarding

We're committed to safeguarding the well-being of all staff, volunteers and service users who are involved in or are affected by our work.

Volunteers are expected to behave appropriately and all reasonable steps should be taken to avoid unsupervised access to a child or vulnerable adult.

If you have any concerns regarding a child (i.e., anyone under the age of 18) or adult during the course of your volunteering, please report your concerns to Sue Anderton.

Support and Advice

If you would like further information or advice on any aspect of your volunteering with us, please ask Sue Anderton.

Further Information

The MAZE Group recognises your contribution as a volunteer to the vital work of the Company. This is borne out in the policies and procedures the Company has developed, which cover both staff and volunteers in their work:

- Anti-Harassment and Bullying Policy
- Data Protection Policy
- Equal Opportunities Policy
- Health and Safety Policy
- Safeguarding Adults Policy and Procedure