

The information below is an overview of requirements and for further more detailed information, support and guidance plus associated templates etc please contact the BVA Group Development Team via telephone 01256 423816 or email admin@bvaction.org.uk (please quote "BVA Group Assistance" on title). www.bvaction.org.uk

1) Induction Packs

There is a staff and volunteer induction pack including a volunteer policy.

What is required?

An induction pack is a useful resource in helping make sure that all staff and volunteers have the information that they need and which the organisation needs them to have. It will include policies, procedures and safety information as well as programmes of activities, publicity material and some basic training.

The pack should not just be handed to the staff member or volunteer but should be introduced with some basic training. A simple checklist for each person to which additional items may be added will ensure that it is well organised. This can be completed on the first day and at regular intervals (1 month, 3 months etc.) to check progress.

A volunteer policy is a useful document that will explain to potential volunteers what they can expect and what is expected of them. It also covers any legal as well as practical concerns.

A copy of organisation's induction pack should be available and maintained with a log to show that all staff and volunteers have undertaken and successfully completed an induction and the date and method of review shown on document.

2) Job Roles

There is an outline of all roles in the organisation (both staff and volunteers). Paid staff have job descriptions and contracts of employment.

What is required?

The success of the organisation is dependent upon the people working with those who use it services. Staff and volunteers should be treated the same. An outline of all of the roles in the organisation will make clear who does what and how tasks will be organised and managed.

Before appointing a member of staff a job description and a person specification should be drawn up and agreed by the management committee.

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The job description states the purpose of the job, what the main tasks and responsibilities will be and who the post holder will be managed by. The person specification outlines the type of skills and experience that is needed to carry out the role. These two documents will help you make a suitable appointment and help both the organisation and member of staff know exactly what is expected of them.

Employed staff must have contracts of employment that state the terms, under which they will work, including number of hours, level of salary, holiday entitlement and standard of behaviour expected.

It is useful for volunteers to have a simple outline of what they are to do and how they fit into the organisation. It is important that it is clear that this is not a contract of employment.

You should consider a contract of employment for staff and a code of conduct for volunteers which in addition to outlining the policy will describe how problems should be dealt with, where to get help and who to turn to for support. The document will also include a disciplinary procedure.

A copy of the organisational structure should be available showing how staff and volunteers fit and will be supported. In addition there should be an outline of the role of volunteers plus a copy of code of conduct with evidence that staff and volunteers have read and understood

3) First Aid

There is a programme of basic first aid safety training to ensure that all relevant staff and volunteers are trained.

What is required?

The Health and Safety (First-Aid) Regulations 1981 require you to provide "adequate and appropriate" first-aid equipment, facilities and people so immediate help can be given in the case of illness or accident.

This will depend upon circumstances so you should assess what your first-aid needs are.

The minimum first-aid provision on any site is

- A suitably stocked first-aid box
- An appointed person to take charge of first-aid arrangements, this person does not need to be first aid trained although this is advisable.
- Information about first-aid arrangements

The basic training is the emergency appointed person's first aid at work course. The course is for smaller work places and covers basic life saving, first aid and workplace health and safety regulations. You should also consider whether anyone should complete a full first aid course.

Training programme showing who has completed training and when updates are due. Staff and volunteer training certificates. Names and contacts for full first aiders are published. First aid information published / copy of notice.

4) Confidentiality

Administration procedures that ensure confidentiality and comply with legislation are in place. (Data Protection)

What is required?

All organisations will have a range of management and administrative systems and keep records of attendance and usage. This will include the names and other details of users, staff and volunteers.

There are several pieces of legislation that must be complied with, including the Data Protection Act, Privacy and Electronic Communications Regulations and the Freedom of Information Act.

Whether records are kept electronically or in paper form you must be able to provide assurances that the information you keep is only what is necessary, that you keep it safe and that everyone understands the procedure for usage. People have the right to see information that you keep about them and you must make arrangements for that too.

The Information Commissioner's Office www.ico.org.uk provides plenty of useful information and manages a campaign called THINK PRIVACY. On the website click "For organisations" and then "Charity" and scroll to training.

Consent forms will form part of the administration. These are essential documents that will be needed for most activities and if you wish to take photographs and use images of children.

Sometimes it is essential to share information and an understanding of Data Sharing protocols is also recommended.

The organisation will also need to be prepared to deal with complaints, so you should think about how you are going to respond and draw up a simple complaints procedure that will support users, staff and volunteers.

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5. Staff and Volunteers

Keeping good records is an important first step to knowing how your services are used and making monitoring easier.