



**jude**theatrecompany<sup>cic</sup>  
bringing together performance & psychology

# Volunteer Policy

Originally written	Helen Lees (Company Secretary)	01.06.2013
Last Reviewed	Elizabeth Morris (Associate Artist)	15.07.2014
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Signed off by Jude Theatre Board Members:  
Ian Mackay, Helen Lees and Louise Pounds

Informed by information taken from [www.volunteering.org.uk/goodpractice](http://www.volunteering.org.uk/goodpractice)

## **About Jude Theatre Company CIC**

We are a Cheshire based Applied Theatre Company who deliver Performing Arts issue-based projects/workshops in schools, colleges, prisons, and community venues across the North West and West Midlands. We use our work to educate around topics such as teenage pregnancy, health education, substance misuse, crime and offending behaviour and unemployment. We also facilitate youth and adult drama groups for main stream and those with learning difficulties to develop confidence, theatre skills, communication and team working skills.

As a Community Interest Company, volunteers are a crucial and highly valued part of Jude. We sincerely hope that you will enjoy volunteering with us and gain from the experience also.

## **Volunteer Policy**

This volunteer policy is written to support the fair, equal and consistent treatment of volunteers by providing an informative reference point for volunteers and staff.

## **The Role of a Volunteer with Jude**

- Jude has an ever changing availability for volunteers and welcome volunteers who wish to undertake/develop different job roles.
- The company will provide volunteers with a specific job description during recruitment and training to ensure the desired and appropriate job role is selected.
- Jude recognises the vital role volunteers can play and we believe in utilising the time, commitment, skills and knowledge of volunteers to extend and enrich the quality of provision provided by the company.
- In general, Support Work during workshops/projects and performances is the job role which comes up the most however, Administration, Event Support and Artist roles also appear. We are also keen to support volunteer's specialisms and interests, so encourage them to let us know

about these so that we can discuss a way of incorporating them into their current or a new volunteer job role.

- Volunteers are not Jude employees, but are acting on behalf of Jude. We therefore have a responsibility to ensure that volunteers are appropriately recruited, supported, supervised and trained. They will have the same access to all support system that any paid member of staff has.

## **Recruitment**

We will use appropriate means to advertise for volunteers locally and recruit from a diverse range of backgrounds which take into account our Equal Opportunities policy. The applicant will need to provide an up to date CV, cover letter detailing their suitability for the job role advertised and the contact details of two references. In addition, those who will be working with vulnerable groups will also need to provide a DBS certificate issued no more than a year ago in line with DBS eligibility guidance (2013, v2.2, Legislation.gov.uk), under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

## **Training**

- Volunteers will be provided with a full copy of the most relevant company policies to review and a summary of additional policies.
- They will be given a Volunteer Agreement (which is not a contract).
- They will be provided with a point of contact if they have any queries regarding policies and invited to the Company General Annual Meetings to receive information regarding updates and changes as well as a chance to feedback.
- Furthermore, volunteers will be offered the chance to work towards Units as part of the AQA Award Scheme for recognition of achievement during their work with Jude.

## **Support**

All volunteers will be assigned a Point of Contact, who will preferably be the Senior Company Member the volunteer is likely to have the most

contact with. They will be responsible for providing the volunteer with all of the relevant information needed to undertake work safely and ethically with the company. This will be the person volunteers are advised to contact with any questions, issues or complaints and who volunteers should inform if they would like to have a meeting to discuss any of the above. This is also the person who will aim to regularly brief and debrief volunteers before and after workshops/events/performances to ensure they have the opportunity to feedback.

## **Complaints**

Volunteers are entitled to raise complaints regarding the Company and are advised to go first to their delegated Point of Contact or to Artistic Director, Ian Mackay, if they do not wish to go through this first channel. All complaints will be dealt with seriously, promptly and confidentially.

Every effort will be made to ensure that members who make complaints will not be victimised. Any complaint of victimisation will be dealt with seriously, promptly and confidentially. Victimisation will result in disciplinary action and may warrant dismissal.

Complaints from members of the public regarding the work of the volunteer or the company should be reported immediately to your delegated Point of Contact and will be dealt with seriously, promptly and confidentially.

## **Expenses**

At present we do not have the resources to reimburse volunteers for their out-of-pocket expenses but are keen to support volunteers in trying to keep these expenses to a minimum by facilitating travel sharing etc.

## **Insurance**

Jude has valid Public Liability Insurance which covers injury to or property damage and injury by volunteers while undertaking study or

work experience with the Company where reasonable precautions to prevent the circumstance have been taken.

## **Policies and procedures**

As our organisation grows and the people we work with diversifies, the responsibility to meet our legal and ethical obligations increases. In answer to this we have introduced a number of policies to outline our responsibilities as heads of the company and the responsibility of its members, employees and volunteers. Below I have listed a summary of each policy and the key facts and procedures we would like you to know. The full policies are available to read on request and open for formal discussion during our General Annual Meetings (GAM) for the opportunity to formally cover, provide training and seek feedback on these policies with every staff member. In the meantime if you have any questions or concerns, please let us know and we would be more than happy to discuss them with you:

### **Child Protection Policy**

In summary, this details the code of conduct we expect from staff members when working with children and young people. These guidelines are intended to reduce situations where abuse of children may occur, and help to protect staff by promoting good working practice. General Guidelines should be observed at all times in any situation, other guidelines should be referred to for specific places of work eg. one-to-one situations, residential/performances etc.

### **What you need to know**

We now have a Record of Concern / Disclosure Form. This should be filled out in the event of a safe guarding concern or following a disclosure by the staff member with the concern and given to either Ian or Helen for us to follow up. We will endeavour to inform you of the outcome of the report as long as confidentiality isn't breached in doing so.

### **Vulnerable Adults Policy**

In summary, it outlines our commitment as a company to ensuring the protection of vulnerable adults through the development and implementation of effective policies and best practice. The policy

outlines what constitutes abuse and what as an organisation we have in place to prevent and report its occurrence.

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### **Equal Opportunities Policy**

In summary, it is our policy to provide equality of membership to all and we are opposed to all forms of unlawful and unfair discrimination. The policy outlines the procedures we have in place to uphold this statement.

### **What you need to know**

It is your right to report any complaints of discrimination or victimisation to Ian or Helen as Committee Members and this will be dealt with seriously, promptly and confidentially. Also it is your responsibility to report any complaints of this nature to Ian or Helen which are made by participants in Jude's activities or members of the public so that we have the opportunity to resolve the issue.

### **Confidentiality and Data Protection**

In summary, the policy outlines the procedures we have in place to ensure personal information and data of employees, volunteers and members is obtained and stored lawfully.

### **What you need to know**

Personal records will be kept at the company base at 26, Booth Avenue, Sandbach, CW11 4JN in locked filing cabinets, or on a computer requiring password access. Emergency contact information taken away from the company base for participant safety during activities will be carried by the group leader and kept out of sight of group members and support staff. It will then be accounted for as part of closing down procedures after activities have ended and returned to the company base for storage. Consent will be sort for the use of photos of staff or

members for promotional reasons with an agreed time limit of use. When staff and volunteers wish to leave the company all personnel documents will be returned and only minimal information will be retained with consent

### **Health and Safety Policy**

In summary, this policy is aimed at reducing the risk of injury from accidents while at work for staff and volunteers and while taking part in our activities for participants. It outlines the procedures for work at the multiple venues we use and participants we work with as well as the Company's and staff member's legal obligations.

### **What you need to know**

It will be staff responsibility to check at the beginning and throughout every session/workshop that all fire exits are kept clear, there are no unnecessary hazards in the work area and participants are made aware of immobile hazards, accidents are reported to Ian or Helen so it can be written in the accident book and followed up if further action is needed, that risk assessment procedures are followed and any equipment used is in good working order. It is the Company's responsibility to ensure the venues you are using are safe, risk assessments made available to follow, staff are aware of fire procedures in every venue they work and training is up to date.

### **General Contacts**

Address	Jude Theatre Company CIC 26, Booth Avenue, Sandbach, CW11 4JN.
Telephone	07974363256
Website	<a href="http://www.judetheatrecompany.co.uk">www.judetheatrecompany.co.uk</a>
Email	info@judetheatrecompany.co.uk