

## **Cleft Lip & Palate Association Volunteer Policy**

The Cleft Lip and Palate Association is the only national voluntary organisation in the UK helping those with, or affected by, cleft lip or palate.

### **CLAPA work involves:**

- Parent support
- Producing a range of literature and booklets
- Support and advice by telephone, online and face to face
- Specialist teat and bottle distribution
- Children's confidence building camps and workshops
- Research
- Improving care
- Raising awareness
- Advice to the government on cleft care issues

CLAPA values enormously the contribution that volunteers make to help us run our services and reach as many people as possible.

This Policy document has been developed to ensure that both CLAPA and individual volunteers get the most out of the skills, experience, time and energy that they give to the organisation. It is intended to clearly set out the mutual expectations and responsibilities and therefore encourage the development of an effective working partnership between CLAPA and volunteers.

Volunteers are an important part of the organisation, complementing and adding value to the work of staff.

Volunteers help us by

- Raising awareness of cleft lip and palate and CLAPA
- Helping us to deliver our information and advice services and promoting them to ensure they reach the people who need them most
- Providing the opportunity for those affected by cleft lip and/or palate to meet other people in similar situations by organising local activities

### **Recruitment and Selection**

- Volunteers shall have a full role description
- Applicants will be asked to complete a simple application form
- Written references will be taken up
- Shortlisted applicants will be invited to an informal interview .
- Volunteers will be selected on the basis of their application forms, references, interview, skills and suitability for the position.
- If the role involves working with children disclosure information will be sought

## **CLAPA makes a commitment to:**

### **Support**

Volunteers will have a named contact offering information, support, feedback, regular supervision (where appropriate) and to whom a volunteer may go if they have any problems. Volunteers will have opportunities to feedback about their volunteering experiences and can expect recognition and thanks through the website and newsletters. Written references can be provided upon request after a qualifying period (dependant on volunteering activity.)

### **Induction and Training**

After selection, volunteers will be asked to attend an induction day. Volunteers can expect clear and appropriate guidelines regarding their roles and responsibilities. Volunteers will receive information, materials and resources to effectively carry out these activities. CLAPA will endeavour to provide appropriate training and development opportunities wherever possible.

### **Expenses**

Volunteers will be reimbursed for travel expenses agreed in advance of activity.

### **Insurance**

Volunteers are covered by CLAPA's insurance policy whilst engaged in agreed activities. A copy of the policy can be provided upon request.

### **Equal Opportunities**

CLAPA aims to ensure that volunteers are recruited to reflect the diversity of the community in which they are based.

### **Problem Solving**

We aim to identify and solve problems at the earliest possible stage. Any concerns or complaints should, in the first instance, be directed to the designated CLAPA contact. If satisfaction is not reached, the case will be passed to the Chief Executive for a final decision.

### **Child Protection**

Any volunteer working with children will need to agree to work within our child protection policy, which also governs volunteer recruitment procedures.

## **CLAPA expects volunteers to:**

### **Performance**

Perform tasks that they have agreed and carry them out to their best ability.

Carry out their work in accordance with CLAPA's aims, objectives, policies and procedures (made available to volunteers as part of the induction process.)

### **Equal Opportunities**

Observe CLAPA's commitment to equal opportunities and treat with respect and fairness other volunteers, staff, visitors and anyone they come into contact with in the course of volunteering for CLAPA.

### **Flexibility**

Be willing to be flexible and understand that, while CLAPA endeavours to meet the expectations of volunteers, there will be times when limited resources will mean that this is not always possible.

### **Team Working**

Work constructively and co-operatively with other volunteers and staff under the supervision of their designated CLAPA contact.

### **Personal Development**

Take responsibility for their own personal development, be prepared to actively seek support if it is needed and participate in induction, training or feedback opportunities provided.

### **Confidentiality**

Respect the trust that CLAPA places in volunteers by observing confidentiality at all times and not to disclose to any person or body any information which is confidential. (This also applies once a volunteer has left CLAPA.)

### **Health and Safety**

Volunteers are expected to share CLAPA's commitment to developing a positive Health and Safety culture. Your designated CLAPA contact will be able to assist with any Health and Safety queries.

*"CLAPA's strengths are the thousands of individuals around the country who, with a wisdom that can only be gained through personal experience, have given up their time to support others".*