

Castleknock Community Centre Association



A community partnership serving
Ashleigh, Bramley, Carpenterstown Park, Laurel Lodge, Laverna, Oaktree

Community centre Volunteer policy

The object of the Castleknock Community Centre Association (CCCA) is to promote the cultural and educational development (including the physical education and sporting activities) and to develop and promote community facilities for all residents of Laurel Lodge, Carpenterstown, Ashleigh, Oaktree, Laverna, and Bramley estates.

1.1 Administration of the community centre

The CCCA Management Committee is elected at the Annual General Meeting each year to run the community centre. The community centre is currently part of the Blanchardstown Amalgamated Sports Clubs (BASC) which administers a FAS scheme to provide training opportunities to long term unemployed. As part of this training scheme our community centre is operated by the FAS learners on a day to day basis. The primary objective of the BASC scheme is to provide training opportunities as a path to full time employment in the general economy. The supervisor and learners are referred to in this document as BASC staff.

1.2 The Volunteer Programme <http://www.volunteer.ie/managingvolunteers.htm>

The community centre relies entirely on volunteers for the management committee.

Volunteers also assist in the running of specific events, where they may work independently or alongside the BASC staff.

Maintenance and construction tasks are generally contracted out, however on occasion suitably skilled volunteers may undertake simple maintenance activities.

Our volunteer policy contains the following elements:

- Volunteer Management Procedures
- Volunteer Recruitment & Selection
 - Policy on the Recruitment of Ex-Offenders
- Volunteer Training Development
- Volunteer Supervision & Evaluation
- Volunteer Support & Recognition

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2.0 Volunteer Management Procedures

Volunteers represent the Castleknock Community Centre Association.

The management committee is expected to be familiar with the centre's policies and procedures and role model the dignity at work policy. A mentor will be appointed to help new members become familiar with policies and procedures.

All volunteers are responsible for maintaining the confidentiality of all the privileged information to which they are exposed. Failure to do so may result in termination of the volunteer's relationship with the organisation.

Volunteer's personnel records will be treated with confidentiality and securely stored. Only the minimum information required shall be retained. Where a volunteer resigns or is no longer available for occasional events the volunteer's personnel records shall be destroyed.

Dress code in the community centre is casual and informal. Where an event requires a more formal dress code this shall be clearly communicated to volunteers.

2.1 Volunteer Recruitment & Selection

Recruitment consists of the election (or cooption) of new committee members, and the requests for volunteers to help with specific events.

Management committee officer positions are elected at the first committee meeting following an AGM. The officer positions are Chairperson, Secretary, Treasurer and Public Relations Officer. In addition the roles of Safety Coordinator, Designated Liaison Person for child protection and BASC Liaison Officer are assigned to a committee member or officer.

Specific duties:

Chairperson; is responsible for chairing all committee and AGM. The agenda is agreed in advance with the secretary. Committee members may request (in advance of the meeting) that specific items are discussed. If the requested item is not on the agenda it may be raised at the end of the meeting under any other business and if agreed tabled at the next meeting. The Chairperson shall make effective use of the meeting time by time management and appropriate decision making.

Secretary; is responsible for the meeting minutes, meeting notification and logistics. Minutes shall be published in advance of the subsequent meeting and formally proposed and voted on at the meetings.

Treasurer; is responsible for the implementation of the community centre's financial policies and procedures, the preparation of a book of accounts for audit and the presentation of a summary accounts to the AGM.

Public Relations Officer; is responsible for communicating the notice of the AGM in accordance with the constitution, the communication with local media and the single point of contact for any journalists queries in relation to the community centre. No other member may give an interview on behalf of the community centre.

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Safety Coordinator; is responsible for the development and updating of the safety statement, single point of contact for the safety concerns of centre users and the maintenance of adequate insurance cover.

Designated Liaison Person; The first line of reporting of suspected or actual child abuse is to the BASC staff member operating the centre. The BASC staff member shall contact the designated person at the earliest opportunity and advise them that a suspected or actual child abuse complaint has occurred. The Designated Liaison Person is responsible for reporting allegations or suspicions of child abuse to the Health Service Executive (HSE) or An Garda Síochána.

2.2 Recruitment

In an effort to encourage new members to join the management committee a information session may be held in advance of the AGM to explain in detail the role of the volunteer. Any resident living within the catchment area of the community centre may volunteer by nomination and election at the AGM.

When recruiting volunteers for specific events, the committee will nominate an event coordinator. The coordinator shall

- (i) Define of the role of the volunteer: The scope shall document expectations regarding the role of a new volunteer, and identifying the minimum level of personal qualities and skills required to fill the post.
- (ii) Volunteers will fill in an application form. The form is to collect all relevant information about the applicant, if relevant including past experience of working with children. (See Application Form in Appendix 2)
- (iii) Declaration: All applicants shall be required to sign a declaration stating that there is no reason why they would be unsuitable to work with young people, and declaring any past criminal convictions or cases pending against them. (Sample Declaration in Appendix 3)
- (iv) Identification: CCCA will ensure that the identity of the applicant is confirmed against some documentation (ID card, driving license or passport) which gives his or her full name, address.
- (v) References: Where deemed necessary to run the event, shall be requested from all applicants. An applicant should be expected to supply the names of two referees (not family members) who will testify as to their character, their suitability to the role of worker/volunteer, or any other issues which may affect their ability to perform the tasks required of them.
- (vi) Interview: Where deemed necessary to run the event, all applicants shall be interviewed by a panel comprising of at least two representatives of CCCA. Interviewers should explore the information stated on the application form and assess the applicant's suitability for the post. The information supplied by the applicant and any other information supplied on their behalf should only be seen by persons directly involved in the recruitment procedure.

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2.3 Selection policies – vetting and security

CCCA is responsible for the recruitment & overseeing adult volunteers in line with its volunteer policy. Two standards apply:

1. Volunteers and management committee members involved in running events for adults or family events where the children remain under the supervision of their parents.
2. Volunteers and management committee members involved in running events for children and young people. **Additional procedures** apply to the selection and training for these events. These are defined in our Child Protection Policy.

All volunteers will be required to fill in a declaration form.

2.4 Policy on the Recruitment of Ex-Offenders

CCCA is an Equal Opportunities organisation and as such undertakes to treat all applicants for voluntary positions within the organisation fairly and not to discriminate unfairly on the basis of conviction or other information revealed.

The nature of the work of CCCA means that staff and volunteers will have regular and ongoing contact with young people and vulnerable adults. For this reason it will be necessary to carry out criminal record checks as part of the recruitment process for all posts within the organisation. CCCA complies fully with the Rehabilitation of Offenders Act 2007 in connection with the use of information provided to registered persons and other recipients of information for the purposes of assessing applicants' suitability for positions of trust.

The aim of this policy is to ensure that having a criminal record will not necessarily debar any individual from volunteering with CCCA, and that due consideration is given to the nature of the position together with the circumstances and background of any offences. This document should be seen as part of a policy framework designed to ensure safe and fair recruitment and selection procedures.

- 2.4.1. We are committed to equality of opportunity and our policy is to take every reasonable step to ensure that no-one connected to CCCA receives less favourable treatment than others, on the grounds of race, colour, nationality, religion, disability, sex, marital status, sexual orientation, responsibility for dependants, or unrelated criminal record.
- 2.4.2. The assets of the community centre are held in trust for the community that funded the construction of the community centre from public subscription. The CCCA management committee must uphold and be seen to uphold the highest standards of honesty, fairness and integrity. An officer accountable for assets, funds, insurance or property may not have a prior conviction for fraud, theft, larceny, arson or burglary. Where prosecutions for fraud, theft, larceny, arson or burglary are pending the officer accountable for assets, funds, insurance or property shall step down from their position until the matter is resolved.

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- 2.4.3. All applicants will be asked to provide details of their criminal record at an early stage of the volunteer application process or on election (or co-option) to the management committee. In line with the Rehabilitation of Offenders Act 2007, CCCA will only ask about convictions which are unspent in terms of the Act, unless the nature of the position is such that we are entitled to ask questions about an individual's entire criminal record. We will ask that this information be sent in a sealed envelope with the application form and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process. Information about an applicant's criminal record will only be looked at for those who have been shortlisted and invited for interview. Information about applicants who have not been invited for interview will be destroyed unseen.
- 2.4.4. We will request a Garda Vetting Disclosure for all volunteer positions within CCCA who work with children and vulnerable adults. The Chairperson may request a Garda Vetting Disclosure for other positions.
- 2.4.5. At interview, or under separate discussion, we undertake to ensure an open and measured discussion on the subject of any offences or other matters that might be considered relevant for the position concerned. At interview or when receiving a disclosure which shows a conviction, we will take into consideration:
- Whether the conviction is relevant to the position being offered
 - The serious of the offence revealed
 - The length of time since the offence took place
 - Whether the applicant has a pattern of offending behaviour
 - Whether the applicant's circumstances have changed since offending took place
- 2.4.6. Failure to reveal information that is directly relevant to the position sought could result in termination of the volunteer's relationship with the organisation.
- 2.4.7. CCCA will ensure that all volunteers involved in the recruitment process are aware of this policy.
- 2.4.8. We undertake to make a copy of this policy available on request to any application for a post with CCCA.

Additional procedures for recruitment & overseeing adult leaders working with children are defined in our Child Protection Policy.

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3.0 Volunteer Training & Development

The nature of training will depend on the events and range of services provided by CCCA, and the needs of staff and volunteers.

- ❑ Induction training
- ❑ Particular skills training,
- ❑ Child protection training, to raise awareness and provide information about how to respond to suspicions or incidents of child abuse

3.1. Induction training

When a new member is elected to the committee, an existing member of the committee will be appointed as a mentor, and a copy of the policies and procedures will be given to new committee member.

Where a volunteer is accepted for a specific event, the induction will be customized for the specific tasks but shall include as a minimum the Health and Safety Policy and the Child Protection Policy.

3.2. Particular skills training. Where a volunteer is elected to a position of responsibility and they do not possess the necessary skills, CCCA will identify and fund the necessary training.

Where a volunteer is accepted for a specific event, the particular skills necessary shall be assessed by the event organizer, and a training plan documented. Examples are where volunteers provide assistance to the café – instruction on the safe use of equipment will be provided either prior to the event or “on the job”.

3.3. Child protection training will be provided by the CCCA Designated Liaison Person to raise awareness and provide information about how to respond to suspicions or incidents of child abuse.

3.4 The training of the individuals and organisations who rent our facility for events is the responsibility of these organisations.

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4.0 Volunteer Supervision & Evaluation

- 4.1 The CCCA management committee is responsible for all volunteer activity. The management committee operates under the constitution and memorandum of understanding and is accountable to the annual general meeting for the operation of the community centre.
- 4.2 Where specific events are run the committee shall delegate the task of supervising the volunteers to an *event coordinator*, this shall be recorded in the committee minutes.
- 4.3 Volunteer grievances are communicated to the management committee in line with the dignity at work and grievance policy.
- 4.4 If volunteers are absent or unable to complete a scheduled duty, they should contact the event coordinator at the earliest opportunity.
- 4.5 Volunteer performance may be evaluated by the committee member supervising the event. Feedback will be given in a positive and non critical manner with specific advice on how to perform the task. Safety issues shall be immediately addressed, however micromanagement shall be avoided where possible.
- 4.6 Where the actions of a volunteer puts the health or safety of the community centre or users at risk, or where the activity of the volunteer creates an industrial relations issue with the BASC staff that can not be resolved (as 4.5 above), the event coordinator shall ask the volunteer to cease the activity and leave the centre.

5.0 Volunteer Support & Recognition

- 5.1 Volunteers will be reimbursed for reasonable out of pocket expenses in line with our financial policy.
- 5.2 Volunteers are covered by the organisation's insurance policy
- 5.3 Volunteers will be recognised at the AGM.

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Appendix 1 - Volunteer Application Form (general events)

Forename _____ Surname _____
Address: _____ Tel. No. _____
_____ Date of Birth: _____

Are you: (Please tick)

Employed Unemployed Student Homemaker Retired Other

Previous work experience:

Have you previously been involved in voluntary work? Yes No

If yes, give details:

How much time can you commit to voluntary work? (Please tick)

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
Morning							
Afternoon							
Evening							

Any other relevant information?

Please provide names and addresses of two people whom we could contact for a reference (not relatives).

Name: _____ Name: _____

Address: _____ Address: _____

Tel: _____ Tel: _____

Signed: _____ Date: _____

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Appendix 2

DECLARATION FROM ALL VOLUNTEERS

Forename _____ **Surname** _____
Date of Birth: _____ Place of Birth: _____

Any other name previously known as

1. Have you ever been convicted of an criminal offence or been the subject of a Caution or of a Bound Over Order? Yes No

If yes, please state below the nature and date(s) of the offence(s):

2. Have you any prosecutions pending for a criminal offence

If yes, please state below the nature of the incidents leading up to the prosecutions.

Signed: _____ Date: _____

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Appendix 3 (from "Duty of Care" guidelines).

Volunteer reference form

_____ has expressed an interest in becoming a volunteer with this club/organisation and has given your name as a referee.

This post involves substantial access to children and as an organisation committed to the welfare and protection of children, we are anxious to know if you have any reason at all to be concerned about this applicant being in contact with children or young people?

Yes No

If you have answered yes, we will contact you in confidence.

If you are happy to complete this reference, all information contained on the form will remain confidential, and will only be shared with the applicant's immediate supervisor, should they be offered a volunteer position. We would appreciate you being extremely candid in your evaluation of this person.

How long have you known this person? _____

In what capacity? _____

What attributes does this person have which you would consider makes them a suitable volunteer?

How would you describe their personality? _____

Please rate this person on the following (please tick)

	Poor	Average	Good	Very Good	Excellent
Responsibility					
Maturity					
Self-motivation					
Motivation of Others					
Energy					
Trustworthiness					
Reliability					

Signed: _____ Date: _____

Occupation: _____