



## Friends of Cathcart Cemetery

### Volunteer Policy

#### Who we are

We are a community group interested in celebrating the cultural, architectural and natural heritage of Cathcart Cemetery in the southside of Glasgow. Whether you use the cemetery to walk the dog, exercise, escape for some peace and quiet, explore the beautiful headstones or enjoy the woodlands and nature, we believe the cemetery is an important local asset and want to see it improved for all to enjoy.

We are a Scottish Charitable Incorporated Organisation (SC051071). We can be contacted at [cathcartcemeteryfriends@gmail.com](mailto:cathcartcemeteryfriends@gmail.com)

#### What is in our Volunteer Policy

The Volunteer Policy recognises the significant and valuable role volunteers play in supporting the Friends of Cathcart Cemetery. This policy reflects our commitment to volunteering and sets out a framework of procedures and best practice, which we will endeavour to follow when recruiting and working with our volunteers, to ensure that both volunteers' and The Friends Group expectations are met.

#### Volunteering with the Friends of Cathcart Cemetery

We are committed to involving the community that surrounds the Cemetery in all aspects of our work. We do this because:

- Volunteers, in their diversity of age, experience, cultural background and their involvement within communities, bring to our work a value which adds to our understanding of, and response to, the Cemetery and the community's needs.
- Through the involvement of volunteers, we contribute to the building and support of

active and sustainable communities based on mutual respect.

- The development and support of vibrant community networks and individuals within them is vital to helping Cathcart Cemetery thrive.
- We work more effectively with and on behalf of the community by providing opportunities for people to use their skills, knowledge and experience through volunteering.
- As volunteers who reflect the diversity of their communities, people bring a different perspective, which adds value to our work.
- By involving volunteers, we can offer opportunities for genuine involvement, learning and development for individuals.
- Without the contribution of volunteers, we would only be able to achieve a small percentage of our work in Cathcart Cemetery.



## **Our Values**

### **We are Friends**

We are Friends to the Cemetery, and to East Renfrewshire Council who manage the Cemetery. We are Friends to the neighbours and communities who surround and use the Cemetery. We believe it is only through working in partnership with the community and local heritage organisations, that Cathcart Cemetery will thrive.

### **We are Local**

The Cemetery is a place of stories, and we want to explore and discover these local tales. We are the local community. We want to learn together what it takes to do the best for Cathcart Cemetery. We believe the skills, experience, and enthusiasm to help Cathcart Cemetery are in the community.

### **We are Volunteers**

We have no paid members of staff - we are all volunteers and sometimes life takes over. We will always remember that. And whether we can give one hour a week, or one day, we are grateful for the help. We work as a team.

### **Volunteer Roles**

A volunteer is someone who freely gives of their time, skills, and expertise, to support the Friends of Cathcart Cemetery, without remuneration, beyond out-of-pocket expenses.

We know that sometimes life happens, so all our volunteer roles will be flexible, although we also recognise that some tasks will be better suited to be taken on regularly (weekly/monthly).

### **Equality and Diversity**

The Friends of Cathcart Cemetery is committed to building a diverse team of volunteers, which reflects the make-up of the communities which surround the Cemetery. And we are committed to

respecting the Equality Act (2010) protected characteristics, at all stages of the recruitment, selection, and support of volunteers.

### **Recruitment, Selection, and Support**

To allow volunteers to understand their role better, all volunteer roles will come with a job description, which will explain what is expected of volunteers in relation to time commitment, skills, duties, and support. Volunteers will be required to complete a short application form, and an informal interview, to provide relevant information and to explore volunteer skills, experience, and ambitions. We may ask for personal/professional references for certain roles.

Some roles may require membership of the Protection of Vulnerable Groups (PVG) Scheme. The Friends of Cathcart Cemetery will pay for fees in relation to joining the PVG Scheme.

To help ensure that volunteers are appropriately equipped for their role, each volunteer must undergo the appropriate induction and training process prior to commencing their role, alongside continuous training, where appropriate.

Each volunteer will have a named point of contact, available to talk to in case of emergencies; to discuss tasks of the role and take forward any questions or complaints the volunteer may have. The person will normally be a Trustee or Management Committee member of the Friends Group.

We will pay all out-of-pocket expenses. Volunteers will be given clear information about what expenses can be claimed and how.



## **Saying Thank You**

We are grateful for all the work of our volunteers, and we will actively seek to celebrate all volunteer achievements and efforts to support the Friends of Cathcart Cemetery.

## **Health and Safety**

The Friends of Cathcart Cemetery will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance as outlined in The Health and Safety Policy.

We provide Public Liability Insurance to cover all volunteers whilst working on their volunteer activities. The Friends of Cathcart Cemetery does not provide motor insurance cover or cover for unauthorised actions outside of the volunteer agreement.

## **Social Media**

More often volunteers with us are taking to social media to talk about their work and we actively encourage this. Volunteers have a responsibility not to bring the organisation into disrepute through anything they may say on social media or reveal any confidential or sensitive information.

## **Employer Supported Volunteers**

On occasion, organisations or groups wish to support the Friends Group by giving their time. As these volunteers will not be processed through the usual recruitment and selection process it is important to ensure not only their health and safety but also the health and safety of others. It is also important to ensure that they are recognised and thanked for their time. Appropriate records will be maintained, and an induction will be carried out with groups.

## **Complaints and Feedback**

Although we make every effort to ensure that any experience of volunteering with us is positive and rewarding, we recognise that volunteers at times may have trouble within their role or they may want to share feedback or raise an issue with us.

In the first instance, volunteers should talk to their named contact to try to resolve the issue, get advice or share feedback. We will make every reasonable effort to resolve difficulties at an early stage and we always review feedback and learn from it.

Where this is not possible, you can approach any Trustee or Management Committee Member who can offer advice or advocate on your behalf.

## **Confidentiality**

We will protect volunteer information in accordance with the relevant data protection legislation including the General Data Protection Regulation (GDPR). Data will be held securely and confidentially and will only be accessed by authorised individuals. Please see our Privacy Policy on the website for further information about how we collect, manage, and use the personal data of our volunteers. We expect all volunteers to comply with our Data Protection Policy and associated policies.

## **Leaving the Friends Group**

Volunteers are free to cease volunteering with The Friends of Cathcart Cemetery at any time by speaking or writing to their named contact. When deciding to finish volunteering with us, we ask that volunteers give us as much notice as possible to help us organise alternative arrangements. Upon leaving a volunteer role, we may offer an exit interview to reflect on their experiences and improve our volunteer opportunities. There are many different ways to support us and so we encourage volunteers to stay in touch and get involved in the future.



There may also be times when we will ask a volunteer to cease volunteering. This may be because the role no longer supports the needs of the organisation and its current work, or because the volunteer is no longer able to satisfactorily carry out a particular role. When this happens, we will endeavour to give as much notice as possible to the volunteer and try to find an acceptable alternative role. In all cases, the volunteer will be treated fairly, with dignity and respect.

### **Reviewing the Volunteer Policy**

The Management Committee of the Friends of Cathcart Cemetery is responsible for this policy which be reviewed on an annual basis.

Next Review            July 2024