

# Volunteer Support Guide

## Helping you get the most out of your role – during COVID-19



### OFFICIAL

## Thank you

Firstly we would like to say thank you for stepping forward to join our pool of staff volunteers. Your commitment and dedication is helping make sure that we can respond and deliver essential services to our most vulnerable citizens at this unusual time.

We have developed this guide to help support you in your new temporary volunteer role. It aims to provide key information so that you know what to expect as a volunteer working within the council at this time - especially as you will be working with a new volunteering line manager (whilst still also having responsibilities to your existing line manager.)

We have also produced similar guidance for your volunteer manager to help make sure all volunteering arrangements are clear and easy to understand. Creating a consistent set of principles helps to manage and maintain these essential roles and help make sure you get the right support when you need it.

This guide includes some general principles and frequently asked questions on volunteering during COVID-19 and will help to support you in your new role.

If you need any further support please talk with your Volunteering line manager, your corporate volunteering contact or your existing service HR team.

### Continuous employment principles

- Your **terms and conditions of service remain the same** in your volunteering capacity as they do in your employed role – this includes your current hours and the salary you receive.
- You are **entitled to access all your existing employment terms and conditions**, for example holidays. These should be used accordingly - working with both your new volunteering line manager and your normal line manager for agreement.
- We will make sure that by **becoming a volunteer you are not placed in any detriment**.
- Volunteers need to understand that no matter where you work in the organisation **all employment arrangements continue** – such as following our employee code of conduct.
- Your volunteering line manager will **offer you the support and training you require to deliver this new temporary role**. You will need to make yourself familiar with how arrangements might work in this part of the business, for example how the information security guidelines apply and the health and safety responsibilities. Your volunteering line manager will support you with this.
- To support the work force planning arrangements to balance our continued delivery of our Covid 19 service response with the return to business as usual arrangements, the organisation supports a 2 week notice period, for the volunteers return to work. Where the line manager and volunteering line manager cannot agree on this due to individual service priorities, this will be escalated to the volunteering team to facilitate an agreement through the Service HR Managers.
- Upon the completion of this opportunity you will **return to your current role and grade** within the council family.

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#### FREQUENTLY ASKED QUESTIONS

<b>Will I still be required to do work associated with my current role?</b>	<p>Depending on the hours/days required for volunteering there might be capacity from your standard working week subject to how essential this work is.</p> <p>You should discuss this with the volunteering line manager and your line manager to come to an agreement on your volunteering hours before you start.</p>
<b>I don't work a 35hr week will I be expected to change this?</b>	No, the opportunity will be based on your current contracted hours of work and salary.
<b>I have a work life balance will I require to change my work pattern?</b>	No, we will aim to facilitate all work life balance arrangements, however if you would like to accommodate a temporary adjustment to these to better meet the volunteering services requirements, then your volunteering line manager would work with you on this. Keeping any agreed change within your current contracted hours.
<b>Will I be able to work from home?</b>	Where this is your preference we will try to match you to these opportunities if available.
<b>How do I report if I'm absent?</b>	You should follow the absence reporting procedures by notifying your volunteering line manager and your line manager, so that we can support both you and the operation.
<b>What if I find myself out of pocket during my volunteering?</b>	There should be no unnecessary out of pocket expenses for you during your volunteering and where this is deemed essential it will have been planned in advanced and agreed with your volunteering line manager, for example mileage allowance for volunteer drivers.
<b>Am I expected to use my own vehicle during my volunteering?</b>	If the role requires use of your own vehicle, this will have been highlighted to you before you agreed to the volunteering opportunity. Where this is needed you are required to provide the necessary copies of driving licence and insurance documents to the volunteering line manager before being able start.
<b>Will I return to the same role after volunteering?</b>	Yes this is a temporary volunteering opportunity upon its completion you will return your own role.

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<b>Will my salary remain the same for my volunteering role?</b>	All your current pay arrangements will remain the same unless any additional duties are required out with your current remit that go over and above your current total remuneration package. This will be discussed in advance with you by your volunteering line manager, if you are unsure, please talk with your service HR team.
<b>Will I be getting an essential workers letter? (In case I'm stopped by the Police.)</b>	This will be issued as required by your volunteering line manager.
<b>Will I get PPE?</b>	Yes PPE assessed as necessary for a role, will be provided by the volunteering line manager in line with Health and Safety advice.
<b>What is the dress code for the volunteering opportunity?</b>	It's important you feel comfortable at work, maintaining a smart/casual appearance where possible. Where you will be required to wear PPE your volunteering line manager will advise you on any suitable dress code for that area.
<b>How do I request a holiday?</b>	In the first instance you should request this with your volunteering line manager so they can manage the operational requirements. Once approved, you must advise your own line manager for recording purposes.
<b>What if I no longer wish to volunteer or wish to change my volunteering hours?</b>	You should discuss this with your volunteering line manager to agree any changes to your hours or your last operational volunteering shift. Once agreed, all changes should be advised to your own line manager, to manage your return to service. Where you can give advance notice of this, it will be more helpful for everyone to make those adjustments and plans.
<b>Will I get training?</b>	Yes any specific induction or training required for the role will be provided prior to your commencement directed by the volunteer line manager.
<b>Am I insured to work in other areas for the council?</b>	As an existing employee, you are covered by our insurance policies. To support this it is important that you are provided with the necessary training in your volunteering role in relation to health and safety and the operational requirements. Your volunteering line manager is responsible for this. If at any time you are unsure of your new role, please highlight this to your manager.

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Will my details be changed on SAP?	No, there is no requirement for your details to be changed on SAP.
Can I earn overtime volunteering for more than my contracted hours?	It is the intention to utilise core hours only for volunteers, where there is a need beyond the contracted hours established by the volunteering line manager it may be available on a case by case basis and you will be advised in advance how this would be offered.
If I'm travelling further than I normally would to work, will I get paid for this?	No, travel to and from work is not recognised as business travel within our conditions of service. In providing you with your volunteer placement, your volunteering line manager will aim to place you as close to your place of work and your home location as possible.

### Health and wellbeing

With goodwill, you have volunteered to deliver an essential service role, and we recognise that you may need additional support during this time. **A tailored health and wellbeing pack** is available for you to as you deliver this front facing COVID-19 response role.

The pack provides guidance on general health and wellbeing aligned with the golden pathway of Scottish Government resources. It also provides you with a **specific support exercise** created by our educational psychology team, just for our volunteers.

You will also have access to the NHS helpline, specifically for those employees facing the front line in this pandemic. **We urge you to please make sure you utilise all these resources to support you at this time.**

### Useful links

- [Guidance on Annual Leave provisions during Covid-19](#)
- [Covid-19 FAQs](#)

Finally, thank you again, it's important to the organisation that you are looked after at this time and that all our employment arrangements work smoothly for you in this critical role. Make no doubt of it, we couldn't do this without you!