



Volunteer Policy

1. Introduction

Exeter Street Hall (ESH) is a community centre based in Brighton that serves as a space for local residents, groups, and organizations. Our mission is to foster a vibrant, inclusive, and welcoming environment for everyone in the community. Volunteers are essential to the success of our programs and activities. This Volunteer Policy outlines the key principles, roles, responsibilities, and expectations for individuals who wish to volunteer at Exeter Street Hall.

2. Purpose of the Volunteer Policy

This policy aims to:

- Define the roles and responsibilities of volunteers.
- Provide clear guidelines for volunteering at Exeter Street Hall.
- Ensure a safe and positive experience for both volunteers and the community.
- Promote equality, fairness, and respect within the volunteer program.

3. Volunteer Roles

Volunteers at Exeter Street Hall may be involved in a variety of activities, including but not limited to:

- Leading or assisting with events.
- Supporting community activities and clubs.
- Helping with building maintenance or gardening.
- Engaging with visitors
- Promoting Exeter Street Hall's events and activities.
- Joining the Management Committee.

Specific roles and duties will be outlined for some volunteer positions but many volunteering opportunities are more informal/adhoc.

4. Volunteer Recruitment

Volunteers will be recruited in a transparent and inclusive manner. We are committed to diversity and welcome volunteers from all backgrounds. The recruitment process includes:

- Submission of registration form
- An informal discussion to understand the volunteer's interests, skills, and availability.
- A volunteer agreement outlining the expectations of the role.

- Where necessary, a brief induction to familiarise the volunteer with the community centre and its operations.

5. Volunteer Expectations

Volunteers at Exeter Street Hall are expected to:

- Uphold Exeter Street Hall's values of respect, inclusivity, and kindness in all interactions.
- Work collaboratively with staff, other volunteers, and the community.
- Follow the guidelines and instructions provided by staff and ensure health and safety protocols are adhered to.
- Maintain confidentiality regarding any sensitive information encountered during volunteer work.
- Treat all individuals with respect and dignity, regardless of their background or circumstances.

6. Support and Training for Volunteers

Exeter Street Hall is committed to providing the support and training that volunteers need to succeed. This includes:

- An induction process to familiarise volunteers with the Hall's operations and policies.
- Ongoing support from staff and the Management Committee.
- Access to relevant training to develop new skills and enhance the volunteer experience.
- Regular check-ins to discuss progress, concerns, and feedback.

7. Health and Safety

The health, safety, and well-being of our volunteers are a priority. Volunteers must:

- Follow all health and safety guidelines, as well as any additional instructions provided by staff.
- Report any accidents, incidents, or concerns related to health and safety promptly.
- Ensure the Centre is a safe and welcoming space for all users, including respecting any fire safety or emergency procedures.

8. Equal Opportunities

Exeter Street Hall is committed to providing an inclusive environment where all volunteers are treated fairly and equitably. We will not discriminate against volunteers based on age, race, gender, disability, sexual orientation, religion, or any other characteristic protected by law.

We encourage people from all backgrounds to apply to volunteer with us, and we will make reasonable adjustments to ensure accessibility for those who need it.

9. Confidentiality

Volunteers must respect the confidentiality of all personal and sensitive information they may come across in their volunteer role. Any information shared with or about individuals using the community centre must be handled with discretion and in line with data protection laws.

10. Insurance

Exeter Street Hall has public liability insurance that covers volunteers during their time with us. However, volunteers are responsible for their own personal accident insurance if desired.

11. Volunteer Recognition

At Exeter Street Hall, we appreciate the invaluable contributions our volunteers make. Recognition of volunteers will be through:

- Verbal recognition and thanks.
- Occasional events or gatherings to celebrate volunteers' efforts.
- Providing references for volunteers upon request (after completing a reasonable amount of service).

12. Ending the Volunteer Role

Volunteers are welcome to end their volunteering role at any time with notice. We kindly request that volunteers inform staff of their intention to leave, so any necessary adjustments can be made.

If there are concerns about a volunteer's performance or behaviour, Exeter Street Hall reserves the right to end the volunteer relationship. Volunteers will be informed of any concerns, and a discussion will take place to try to resolve the issue before any decision is made.

13. Contact Information

For further details, questions, or if you need assistance with any volunteer matters, please contact:

Hall Manager
Exeter Street Hall, Brighton
Email: manager@exeterstreethall.org
Phone: 01273 561149