

Refugees Welcome Supervision Policy

Refugees Welcome recognizes the significant and valuable role that volunteers have in creating and implementing our services and believes that volunteering should be a worthwhile and rewarding experience for volunteers, with volunteers encouraged and supported at every stage.

For the purpose of this policy, a volunteer is a person who does voluntary work on behalf of Refugees Welcome, with voluntary work defined as:

“Any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives, or to benefit the environment” (Helping Out Survey - volunteering England 2007).

Refugees Welcome believes that its relationship with its volunteers is one of mutual responsibility and commitment within which both the organization and its volunteers have rights and responsibilities.

This Policy sets out Refugees Welcome responsibility to offer Supervision support to the organization and volunteers and covers volunteers working on any Refugees Welcome project.

Anne Towers - Trustee
Version 2 Jan 22

Date Adopted: 31.1.22

REFUGEES WELCOME

Westminster Road, Macclesfield SK10 1BX (Reg Charity No 1169909)

Supervisor Role and Responsibilities

Refugees Welcome contracts with the Council for Voluntary Service Cheshire East (CVSCE) to provide a named person who will carry out all Recruitment, HR and Supervision functions on behalf of Refugees Welcome.

Supervisor Responsibility to the Trustee Board of Refugees Welcome:

- The Supervisor will work with volunteers in conjunction with a named Trustee depending on the RW project in which the volunteers is involved.
- The Supervisor and an appropriate Trustee, (where possible) will meet with prospective volunteers to explain the scope of RW projects and the work of volunteers within it.
- The Supervisor will process application forms, request references and organize DBS checks as necessary.
- The Supervisor will hold all volunteer HR information, refugee family information and all contact information between volunteers and families on a secure CVSCE 'Teams' system in line with GDPR requirements and the need to maintain records for transparency.
- The Supervisor will provide reports on all volunteer activity and provide updates on the refugee families to the Trustee board meetings via the Trustee Board meetings
- It will be the responsibility of the Volunteers' Supervisor to ensure that the Volunteer Information is kept in accordance with current legislation and best practice in relation to managing and supporting volunteers.
- The Supervisor will hold regular meetings by phone, Teams/ Zoom or in person with the named Trustee to discuss any issues with Volunteers or families.

Supervisor responsibility to the Volunteers:

- The Supervisor will supply all volunteers with a Volunteer Agreement, which outlines the voluntary arrangement between the volunteer and Refugees Welcome, and a Confidentiality and Information Sharing Statement. Both these to be signed by the volunteer and returned to the Supervisor for recording. The Supervisor will also sign the Volunteer Agreement on behalf of Refugees Welcome.
- All volunteers will receive an induction, led by the named Supervisor and (where possible) an appropriate Trustee. This will be in keeping with the duration and nature of the volunteering activity.
- The Induction to the organization will ensure that volunteers are aware of the Volunteers' policies, procedures and forms and their responsibilities as a Refugees Welcome Volunteer to the family they are assigned to. Policies, Procedures and forms will be emailed out to volunteers for their information and to be kept as a record.
- The Supervisor will make volunteers aware of the need to work within the policies and 'Guidelines for Good Practice' and boundaries set out by Refugees Welcome.
- The Supervisor will give volunteers up to date contact information for the Supervisor.

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- The Supervisor will make volunteers aware of the need to make appropriate reports on all their contact with their assigned family as necessary and the reporting structure for any problems or issues of concern.
- The Supervisor (or in her absence an appropriate Trustee) is the first point of contact for volunteers to raise any concerns about any aspect of their relationship with Refugees Welcome or the refugee family.
- The Supervisor will ensure volunteers have adequate support to perform their tasks effectively and safely and provide Risk Assessments for the activity.
- The Supervisor will assign new volunteers a 'buddy' volunteer for the first few months of contact with the family at least, or for new projects pair up volunteers.
- The Supervisor will provide volunteers with on-going support (or in her absence the named Trustee) for their contact with the family on a regular basis. This will include one to one meetings, either face to face or by telephone, and the opportunity to take part in regular volunteers' meetings, face to face or on Zoom as seems most suitable.
- If volunteers are unable to attend group meetings the Supervisor will send out minutes to update all volunteers on what was discussed. Or if necessary, speak to individual volunteers.
- Training and support will be offered to volunteers along with opportunities to provide feedback to support organizational learning and development

Complaints:

- Refugees Welcome aims to identify and solve problems at the earliest possible stage. Volunteers are advised to discuss any concerns with the Supervisor at the earliest opportunity so that these can be addressed informally, if possible, by the Supervisor.
- Policies and procedures are in place to deal with complaints either by or about volunteers or the organization. Volunteers will be made aware of the Policies on the Refugees Welcome Website and copies of the relevant Policy setting out how to make a complaint can be sent to individual volunteers on request.
- The Supervisor will notify any volunteer where a concern has been raised either informally or formally and offer support where appropriate within the Policy of RW.

Reviewed: January 2025

SIGNED BY: Nicky Campbell
[Trustee/Chair of Trustees]

DATE: 16.1.25

POSITION in REFUGEES WELCOME: Chair of Trustees

Review date: Jan 26