

# Music In Our Bones

## Volunteer Policy

---

### Introduction

Music In Our Bones' mission statement is to overcome isolation in joyful song.

Our objectives are to:

- Run harmony singing workshops which overcome the barriers many people face in accessing rich participatory music making
- Reach family carers and people managing long-term mental health issues and physical disabilities as well as people unconfident about their voice but keen to sing with others
- Create dynamic singing communities finding new members by offering taster sessions in community settings and illness specific organisations
- Educate workers in the voluntary and statutory sector in the health and well-being benefits of singing with others

The Organisation is committed to:

- Equal opportunities and the encouragement of tolerance and respect
- Supporting the rights of vulnerable adults, responding to their needs and ensuring that confidentiality is only broken by safeguarding needs
- Creating settings which are, and which feel, healthy and safe

Music In Our Bones is registered with the charity commission as a Charitable Incorporated Organisation with the following charitable purposes:

TO ADVANCE THE EDUCATION OF AMATEUR SINGERS PRIMARILY IN SUFFOLK, OF ALL ABILITIES BY OFFERING AN OPPORTUNITY FOR ANYONE TO SING WITH OTHERS, WITHOUT AN AUDITION OR FORMER EXPERIENCE OF CHORAL SINGING, IN PARTICULAR BUT NOT EXCLUSIVELY FOR FAMILY CARERS AND FOR THOSE WITH A DISABILITY

The Organisation is a voluntary organisation, its singing leaders are paid but its trustees and the contribution of volunteers to the work of the Organisation is especially valued and respected.

Volunteers increase our capacity to fulfil our mission statement and deliver on our objectives. They keep the organisation in touch with our purpose and provide a wide range of relevant skills and perspectives that improve the work we do.

This policy, which is supported by our volunteers, sets out how the Organisation intends to support its volunteers.

### **Types of Volunteer**

The Organisation recognises three different types of volunteers.

#### **Music In Our Bones Supporters**

These are people who either volunteer occasionally at events such as our Big Sings or help for example by helping with publicity or fundraising.

Or regular supporters who help with the practical management of our groups. They voluntarily:

- Help setting up rooms for use
- Welcome people into the project at the door or who manage people signing in and making their donations
- Help manage refreshments and kitchen areas

#### **Music In Our Bones Singing Volunteers**

These are people who we offer training and support to. Regular singing volunteers include those who:

- Help us to keep in touch with singers in between sessions either by email, txt or phone
- Help a singing leader by attending taster sessions delivered in the community as part of an encouraging team of singing volunteers
- Help run and evaluate a project run by Music In Our Bones, developing relationships with its members, improving the quality of the music making on offer by joining in wholeheartedly with the singing and activities on offer, helping singing leaders notice what works and doesn't work for especially vulnerable singers in their feedback
- Help as singing supporters encouraging the confidence of a harmony section by their own singing
- Help as fundraisers. They meet regularly, apply for supermarket funding, support fundraising events by requesting donations for refreshments and raffle prizes.

#### **Trustees**

These people hold positions of responsibility in our charity and have been selected on the basis of their skills and experience.

#### **Principles**

The Volunteer Policy is guided by the following principles:

- The Organisation and its volunteers will follow this policy. Our 'singing supporters' will be thanked and their contribution publically acknowledged but they will not be required to sign the volunteer agreement or be offered training or support as their role is to offer us practical support as helpful participants of the group. Our singing supported will be included in any celebratory gatherings for volunteers and trustees.
- All singing volunteers will sign the volunteer agreement.
- The Organisation recognises that volunteers donate their time. Their role will be clearly explained and only taken if it is mutually agreed.
- The Organisation will provide induction, information, any learning and support to its volunteers appropriate to their volunteer role.
- The Organisation will aim to recruit volunteers who are interested in the project work on offer, checking that it is satisfying and appropriate to their interest.

- Volunteers have the right to express their views within the organisational structure.
- Volunteers will work together within the Organisation's rules, policies and procedures.
- Volunteers will treat each other and be treated with respect and courtesy.
- The Organisation is committed to equal opportunities in relation to the recruitment, selection and involvement of volunteers.

### **Practice Guidelines**

The Organisation is committed to good practice when supporting its volunteers.

The Organisation will make ongoing efforts to recruit volunteers who match appropriate needs. This selection process will be based on the skills and interest of the volunteer and the current needs of the Organisation. The Organisation does not commit itself to accept all offers of help; it will give a volunteer the reasons for declining their services and, where possible, refer them to another organisation that might be better placed to help them.

All volunteers will be asked to complete a registration form, provide references and attend an informal interview. Disclosure and Barring Service (DBS) checks may be essential for certain volunteering roles and will be employed where applicable.

The Organisation will treat all information collected in this process with strict confidentiality and any details will be made accessible to the volunteer on written request.

### **Volunteer agreement and work outline**

Regular volunteers will be asked to sign a volunteer agreement outlining the commitment and expectations of the Organisation and the role or specific tasks that the volunteer has offered to undertake. A representative of Music In Our Bones will also sign this agreement.

The agreement is by no means a contract; it is simply a set of guidelines to help the volunteer feel supported and clearer about their responsibilities. Volunteers will also receive a copy of the Volunteer Induction Pack to keep and refer to when necessary.

### **Commitment**

The Organisation recognises that volunteers will often need flexible arrangements regarding the amount of time and level of commitment they are able to give. We will work within these constraints.

Whatever the level of commitment a volunteer is able to give we will recognise and value their contribution. In return the volunteer will be expected to follow the letter and spirit of the Organisation's policies and procedures and to meet mutually agreed time commitments, or to give notice if this is not possible.

Volunteers are free to leave their voluntary role at any time.

We will always try to match what a volunteer feels able to undertake with our organisational needs. We will provide a warm welcome to volunteers, give adequate support and ensure that the volunteers' expectations are met when they join us.

### **Induction, information and learning**

Volunteers will receive an appropriate induction, which will include information on the aims, background and organisational framework of the Organisation. Additional information will be provided to help the volunteer in their work.

The Organisation will strive to make information accessible and relevant. Opportunities to develop knowledge and skills will also be provided as appropriate.

### **Support and Supervision**

Volunteers will be supported via the evaluation session following each singing workshop. Any issues that are difficult for them can be explored in this peer group time of reflection and learning. Each singing volunteer will in addition be offered supervision annually by a named contact person who may be a Trustee, a member of staff, or another trained volunteer. This person will provide the volunteer with feedback on their work, the opportunity to discuss future work and a chance to discuss any issues that may arise. This supervision will usually be offered over the phone at a mutually agreed time. Any agreements, or actions will be recorded and a copy sent to the volunteer.

### **Health and Safety**

The Organisation will, as far as is practical, care for the health, safety and welfare of its volunteers. Volunteers will be provided with copies of relevant health and safety procedures and receive appropriate support and training.

### **Expenses**

Volunteers will be reimbursed travel @ 45p a mile up to £10 towards a journey and other for approved expenses. To claim expenses, supporting receipts or invoices must be provided.

### **Having a Voice**

Volunteers are encouraged to express their views about issues concerning Music In Our Bones and its work. They can also give us feedback through your appointed supervisor.

### **Insurance**

Volunteers will be covered by the Organisation's insurance policy while engaged in approved work for the Organisation. This does not include whilst offering lifts to participants. Volunteers must check with their own car insurance to ensure that they are adequately insured for this and inform Music in our Bones that their car insurance covers them.

### **Equal Opportunities**

All volunteers are required to make a commitment to equal opportunities. Volunteers will be provided with a copy of the Organisation's Equal Opportunities Policy and will be supported in its practice. Our aim is to ensure that volunteers are treated in a fair and consistent way.

### **Confidentiality**

Volunteers will be asked to sign a confidentiality agreement and follow its principles.

Volunteers will have access to personal information about some individuals.

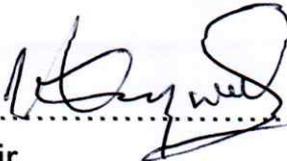
The organisation needs to be able to trust its volunteers with such information, which is confidential. However, volunteers suspecting mistreatment or abuse of anyone at Music In our Bones should discuss the matter with their named supporter. This person will make an informed decision on what needs to be done.

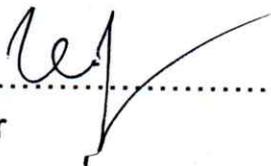
### **Resolving concerns**

The Organisation aims to identify and resolve problems at the earliest possible stage. In the first instance you should discuss these with your supporter. If the issue or problem is not resolved, you should then contact [lan Heywood i.heywood@me.com](mailto:lan.heywood@me.com), who will discuss the matter with you within seven days and try to resolve the situation.

Volunteers Policy Review dates

2020 Approved by the Trustees of Music In Our Bones on June 2nd at  
MOM

Signature..........date 13/7/20.....  
Ian Heywood Chair

Signature..........date 15/7/20.....  
Ian Flower Treasurer