

# Swords Tidy Towns



This document reflects the commitment of Swords Tidy towns to its volunteers and the commitment of those volunteers to Swords Tidy Towns.

**Teresa Cosgrave**

## Volunteer Policy Document

# Swords Tidy Towns



## Introduction.

Swords Tidy Towns is a volunteer group who care for the town of Swords and whose aim is to make Swords a cleaner, brighter and better place to live and work. Together with the support of our volunteers, Fingal County Council, business groups and other volunteer groups we plant flowers, build walls, paint out graffiti, litter pick, support local schools to name but a few of our tasks. We also organise special projects such as the restoration of the Holy Well and the new small park on Rathbeale Road.

This document reflects the commitment given by each volunteer and the commitment given by Swords Tidy Towns committee to those volunteers.

### 1. Volunteer Role

Swords Tidy Towns is a volunteer led service and is dependent on the contribution of volunteers to deliver their services. We aim to train, support and recognise the contribution of each volunteer through training, support and supervision. Each volunteer is given the opportunity to attend monthly meetings and will be asked for their opinions as to how to improve the service.

There are many and varied volunteer roles, and each volunteer is given the opportunity to perform the role best suited to their particular skills.

### 2. Volunteer Code of Behaviour

Volunteers are representing Swords Tidy Towns when they are out and about doing their duties and therefore are expected to follow the Swords Tidy Towns code of behaviour, this is as follows:

- Respect each other
- Be polite and friendly to members of the public, local businesses, schools and other volunteer groups
- Do not enter private property without prior permission
- Ensure that no volunteer is left working on their own
- Always wear High Visibility vests and gloves and any other protective clothing as designated by the committee
- Be safe at all times and follow the advice of the committee

### 3. Volunteers and Swords Tidy Towns

**Swords Tidy Towns will:**

- Each new member will be mentored by a senior member of the group
- Do its utmost to ensure that the volunteer experience is rewarding and that the volunteer feels valued

- Acknowledge the contribution of individual volunteers and the volunteer team whenever possible.
- Support volunteers in order to make their volunteer role enjoyable and fulfilling
- Promote a diverse and inclusive team
- Give adequate notice of meetings and training events or workshops
- Welcome and consider any suggestions volunteers make for improvements
- Organise small social events such as volunteer appreciation evening and a Christmas party

## **Volunteers will:**

- Respect the opinions of the rest of the team.
- Follow the constitution at all times
- Do not bring the group into disrepute
- Avoid any offensive behaviour, including but not limited to racism, ageism, sexism or inflammatory remarks

## **4. Volunteer Recognition**

**Swords Tidy Towns could not do its work without the contribution of the volunteer team and recognises the time, commitment and experience each volunteer brings to the team. Swords Tidy Towns will show their appreciation by:**

- Offering regular support and supervision
- Giving volunteers the opportunity to attend training, workshops and team meetings
- Giving volunteers every opportunity to express their views
- Keeping volunteers informed about events of interest
- Encouraging volunteers to take part in events such as the St Patrick's Day Parade and Halloween and Christmas celebrations
- The committee shall acknowledge the hard work of our volunteers in all press releases
- Include all volunteers in Swords Tidy Towns social events

## **5. Insurance**

While volunteering, volunteers are covered under the Voluntary Forum Liability Insurance.

## **6. Dealing with Complaints.**

Swords Tidy Towns recognises that complaints may be made by, or about, volunteers. Swords Tidy Towns will endeavour to deal with complaints promptly and discretely.

## **Volunteer Complaints**

- Should a volunteer wish to make a complaint, they should contact the Secretary at the earliest opportunity to register the complaint
- The Secretary will convene a meeting between the Chairperson, the Secretary and the volunteer to discuss and try to resolve the matter
- If a volunteer is unhappy at the outcome of this meeting, they can ask that a full review of the complaint be done by the Executive Committee
- The Committee will then decide how to proceed
- If the complainant is the Chairperson or the Secretary then the Chairperson or the Secretary role within this process will be performed by one of the two specially trained Volunteer Management volunteers until such time as the complaint is resolved

## **Complaint against a volunteer**

**A complaint against a volunteer can come from another volunteer or a member of the Swords Community.**

- The person who receives the complaint should contact the Secretary immediately
- An initial assessment of the complaint will be made by the Secretary and another Executive committee member
- If the complaint is not considered serious then it will be addressed by volunteer support
- If the complaint is considered serious, then the volunteer will be notified immediately that the complaint has been made and will cease volunteer activity until the complaint has been investigated
- With the agreement of the Chairperson, a sub-committee, will be appointed and will meet to investigate the complaint
- The volunteer will be given every opportunity to respond to the complaint
- Interviews will be conducted with any others affected as appropriate
- All meetings will be recorded in writing
- The sub-committee will make a recommendation to the Chairperson as to how to proceed
- If the complaint is upheld the volunteer may be asked to cease their association with Swords Tidy Towns
- If the complaint is not upheld then no further action will be taken

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- If the complaint is against the Chairperson or the Secretary then the Chairperson or the Secretary role within this process will be performed by one of the two specially trained Volunteer Management volunteers until such time as the complaint is resolved

## **Volunteers asked to leave Swords Tidy Towns.**

It may be necessary on occasions where volunteers are asked to leave Swords Tidy Towns. The grounds for such an action would need to be made clear to volunteers and they should have the opportunity through the process above, to defend accusations made against them. Possible grounds for such an action includes but is not limited to; gross misconduct, insubordination, being under the influence of drugs or alcohol while volunteering, theft of property or misuse of Swords Tidy Towns materials or equipment. The abuse or mistreatment of Swords Tidy Towns volunteers or members of the community or breaches of confidentiality.

Signed: Ken Duffy

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Chairperson

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Date

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Signed: Teresa Cosgrave

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Secretary

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Date