

Pro Bono OR Volunteer Policy

“The OR Society was the perfect fit to help us with the specialist knowledge we needed to assist with this quite daunting yet vital project”

Welcome

Welcome to the Pro Bono OR scheme. As a Pro Bono OR volunteer, you are giving your time, energy and skills to support third sector organisations across the UK. We really appreciate everything you do to improve the operations, efficiency and impact of the UK's third sector and spread awareness of OR and the potential it holds for them. We firmly believe that you make a huge difference to the lives of both the client organisations staff and service users. Thank you for all of your hard work.

Our Aims

Volunteers are essential to Pro Bono OR scheme. Pro Bono OR scheme has the following aims:

- help third sector organisations build their impact and achieve their desired outcomes.
- promote awareness and understanding of the benefits of OR across the third sector and to wider audiences.
- give OR professionals an opportunity to practise in a wider arena and to develop their experience.

Who is this policy for?

Volunteers support Pro Bono OR by giving their time to complete short term OR projects for third sector organisations in the UK on behalf of Pro Bono OR Scheme. The

volunteering relationship is based on trust and does not involve the obligations associated with employment. No payment, other than the reimbursement of expenses (in line with the client organisation's expenses policy) is made by any party to volunteers.

This policy is intended for Pro Bono OR volunteers. It outlines the principles on which the relationship between volunteers and The OR Society is based and provides some information on volunteering with us.

Recruitment

The variety of skills and experience that volunteers can bring to Pro Bono OR is one of the scheme's strongest assets. Anyone with experience studying or working in the field of OR can be a valuable member of our volunteer community. The nature and scope of the work carried out by Pro Bono OR volunteers is such that DBS checks are not required.

Volunteering with Pro Bono OR

“I felt a sense of contributing to an organisation which does good work for the community. I also was able to up-skill by applying different skills I don't currently use in my employment and have the freedom to solve the problem in my own way”.

Getting started



Welcome to the Pro Bono OR community! We want to make sure you have everything you need to get involved so we wanted to take the time to share some useful information with you. If you have any queries, your contact at The OR Society will be the Pro Bono OR Manager.

Equal opportunities and diversity

The OR Society is committed to respecting equality and diversity in all aspects of our work. We value the contributions of those with diverse backgrounds and experiences and are committed to treating all volunteers and volunteer applicants equally and fairly. We will never discriminate against any volunteers and do not tolerate discrimination on grounds of age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation or socio-economic background.

Responsibilities and expectations

We want you to have a fantastic time as a Pro Bono OR volunteer, so we take our responsibilities towards you seriously. As a Pro Bono OR volunteer, you will be a representative of The OR Society and as such, we ask that you act appropriately.

The OR Society's responsibilities

To act in accordance with our values; to behave in a rigorous, inclusive, proactive and supportive manner.

- To offer equal opportunities to everyone who wants to volunteer.
- To offer appropriate support for your role, including access to the Pro Bono OR Manager who will support and advise you.

- To celebrate success and recognise loyalty and dedication.
- To respect all our volunteers and encourage two-way communication.
- To provide information about Pro Bono OR outreach work and relevant policies and procedures.
- To make necessary arrangements to ensure your health, safety and welfare as a volunteer.
- To encourage a positive and friendly atmosphere.

Our expectations of you as a volunteer

- To act in accordance with our values; to behave in a rigorous, inclusive, proactive and supportive manner.
- To aim for high standards of efficiency, reliability and quality in your volunteering.
- To support, respect and adhere to our and our client organisation's policies and guidelines, including all aspects of safeguarding, health and safety and equal opportunities.
- To let the Pro Bono OR Manager know if you have any problems so that we can find a solution together.
- To let the Pro Bono OR Manager and the client organisation know if you become unwell or are no longer able to volunteer.
- To have the best possible experience by getting involved and enjoying yourself.

Time commitment

The OR Society understands that your time is valuable. As such, you are welcome to choose a Pro Bono project to suit your availability and can volunteer for as many or as few projects as you like.



Your volunteering

"I was on maternity leave when I took on this project, so doing this allowed me to keep my hand in. I was really pleased to have helped generate something that was used straight away - it gave me a confidence boost."

Health and safety

When volunteering for The OR Society, you have a duty to take care of yourself and others around you. Please take care to follow any Health and Safety policies and regulations in place at the institutions you visit, including fire procedures. You should be given information about what to do and where to go in case of a fire or emergency.

If you feel that any part of your volunteering role may pose a risk to the health, safety or welfare of you or another individual, please speak to the Pro Bono OR Manager.

Accidents - Promptly report any accidents, including cases where no injury or damage occurs, to the institution you are visiting and to The OR Society's Pro Bono OR Manager.

Illness - If you become unwell while you are volunteering, please speak to a member of staff from the organisation you are volunteering with and inform The OR Society's Pro Bono OR Manager as soon as possible.

Manual Handling

The Society will take all reasonable steps to reduce health and safety risks to employees and volunteers from manual handling. When you are onsite at a client organisation, we advise that all manual handling tasks

that involve injury risks are avoided where reasonably practicable. Where it is not reasonably practicable to avoid these tasks, our client organisation should provide a suitable and sufficient assessment of the risks will be undertaken and identified risks will be reduced to as low as is reasonably practicable.

Photography

We or the client organisation may use photographs of volunteers carrying out their roles for promotional purposes, such as in a leaflet or online. You may request that photographs of you are not used.

We encourage volunteers to take photos during their time working with our client organisation. However, please do not photograph or share images of any children or young people without their parent, guardian or teacher's prior permission. You must always follow these policies. If you have permission to take photos and wish to do so, please share them with the Pro Bono OR Manager as they may be used to promote the Pro Bono OR scheme.

Safeguarding

The OR Society is committed to ensuring the welfare of its volunteers. We expect that volunteers should never be left alone with children, young people or vulnerable adults whilst working with a client organisation. There should always be a member of the organisation's staff or another volunteer from the organisation present. This is to safeguard the welfare of children, young people or vulnerable adult and for the personal safety of our volunteers.



We expect volunteers to raise any welfare concerns and disclosures or allegations of abuse with the client organisation's designated safeguarding lead and/or the Pro Bono OR Manager who will take appropriate action. Alternatively, if you feel that you need professional advice, the manager will be able to put you in touch with an appropriate specialist.

Our full safeguarding policy is available on our website.

Data protection & confidentiality

Volunteers must maintain confidentiality during their time volunteering with The OR Society. Employees have an implied contractual duty of confidentiality towards their employer's information (whether or not the contract says so). Volunteers do not have the same contractual duty, but they are subject to a common law duty of confidentiality. (If you are given information 'in confidence' you are legally obliged to keep it confidential.) You may, in your work with Pro Bono OR, have access to and handle the personal information of the organisation you are helping. Please note that all information given to you by a Pro Bono OR client should not be shared unless explicitly stated/allowed by the client organisation.

Client organisations might ask that Pro Bono OR volunteers, who may interact with their clients, and/or have access to information, sign a confidentiality agreement as a legal bond to protect the people with whom they work. It is also

important for all OR Society volunteers to understand the Data Protection Act.

Data retention

There are no fixed rules about how long information should be retained. Volunteers should be reminded that when they are acting on behalf of an organisation, the data they collect or hold belongs to the organisation, not to them personally. It should therefore be retained by the organisation in accordance with the organisation's retention schedule. Once a volunteer(s) has completed a Pro Bono OR project, all information held by that volunteer should be given back to the organisation and all personal copies destroyed.

Expenses

All Pro Bono OR travel expenses are to be covered by the client organisation in accordance with their own expenses' guidelines and procedures.

Insurance

The OR Society has appropriate types of insurance in place to cover its volunteers. Firstly, employers' liability insurance, which provides insurance against liability for injury and disease experienced by volunteers or staff as a direct result of their involvement with The OR Society's activities. Secondly, public liability insurance in the event of a volunteer being harmed due to the negligence of the OR Society, or a third party being injured as a result of the actions of a volunteer whilst performing OR Society duties. However, our insurance does not cover your personal



belongings or pure accidents (e.g. if a spectator at an event trips over their own feet, or malicious damage e.g. deliberate damage to equipment).

Car drivers

The OR Society does not provide motor insurance for you as a volunteer. Driving in connection with charitable volunteering is normally classified by insurers as “social, domestic and pleasure” which is part of your standard cover. We recommend that you check with your insurer first. If it is not included in your standard policy, most insurance companies agree to cover car journeys at no extra charge. Your car will not be covered by the OR Society’s insurance described above.

Resolving concerns

We work extremely hard to ensure that client organisations and volunteers engaging in the Pro Bono OR scheme find it enjoyable and rewarding. If, however, something has gone wrong, we would like to know about it. If you have any problems or complaints about your volunteering, please notify the Pro Bono OR Manager immediately. The manager will make every reasonable effort to resolve the issue in accordance with our grievance policy, which is available on our website.

Audit & Whistleblowing

The Society is committed to ensuring the highest possible standards of public service. The Whistleblowing Policy is intended to cover and to help volunteers who have major concerns over wrongdoing within the Society where, due to unlawful or criminal action or other inappropriate acts

or omissions and where the interests of others or that of the Society is at risk. The Society recognises the difficulty volunteers may face in voicing concerns and assures them of support and confidentiality during the initial investigation process. The Society will seek to protect the confidentiality of volunteers who raise matters of concern where possible, unless required to provide evidence as part of an official investigation. If you have any concerns, please notify the Pro Bono OR Manager immediately. The manager will make every reasonable effort to address your concern in accordance with our whistleblowing policy, which is available on our website.

References

We are occasionally asked if we can provide references for Pro Bono OR volunteering. The OR Society is happy to confirm that somebody has volunteered with Pro Bono and provide relevant dates but is unable to provide more in-depth references. You are welcome to ask the organisation you are volunteering with if they can provide a reference, but they are under no obligation to do so if their internal policies etc prohibit it. We do not provide references until a project has concluded.

Support & advice

The OR Society would like all volunteers to feel confident in delivering high quality OR projects. When preparing for project, volunteers can access a collection of resources on the volunteer resources page of the Pro Bono OR website.



Don't forget if you need further help, we are able to offer guidance and assistance at any step along the way. You can email the Pro Bono OR Manager (ProBonoOR@theorsociety.com) or phone on 0121 234 7856.

Further information

The OR Society takes the valuable contributions of Pro Bono OR volunteers seriously. This is reflected in the policies and procedures we have that cover both volunteers and staff. If you would like a copy of any of the below documents, they are available on our website or by contacting the Pro Bono OR Manager.

- Equal opportunities policy
- Bullying and Harassment policy
- Data protection policy
- Whistle blowing policy
- Health and safety policy
- Insurance policy
- Grievance policy
- Safeguarding policy
- Expenses policy

Thank you

The Pro Bono OR scheme would not be possible without the hard work of volunteers like you.