SEFYDLU MENTER GWIRFODDOL
SETTING UP A VOLUNTEERING INITIATIVE

RAGARWEINIAD / INTRODUCTION

Os ydych chi'n cynnwys gwirfoddolwyr yn eich sefydliad er mwyn cefnogi darparu gwasanaethau, mae'n bwysig eich bod chi'n ymrwymo i'w trin yn barchus, eu cadw'n ddiogel a gwerthfawrogi eu cyfraniad.

Er mwyn sicrhau bod pawb yn ymwybodol o le gwirfoddolwyr yn eich sefydliad ac i sicrhau bod gwirfoddolwyr yn cael eu trin yn gyfartal ac yn gyson, mae angen i chi gael y polisïau a'r gweithdrefnau cywir ar waith.

Yn ddelfrydol dylai unrhyw ddogfennau sy'n cefnogi prosiectau gwirfoddol fod yn 'gyfeillgar i wirfoddolwyr' ac osgoi unrhyw jargon neu ffurfioldeb diangen.

P'un a ydych chi'n sefydlu prosiect gwirfoddoli newydd, neu'n anelu at ffurfioli menter gwirfoddoli gymunedol sy'n bodoli eisoes, mae digon o wybodaeth a chefnogaeth i'ch helpu chi.

If you involve volunteers in your organisation to support the provision of services, it is important that you commit to treating them respectfully, keeping them safe and valuing their contribution.

To ensure that everyone is aware of the place of volunteers in your organisation and to make sure volunteers are treated equally and consistently, you need to have the right policies and procedures in place.

Ideally any documents that support volunteer projects should be 'volunteer friendly' and avoid any unnecessary jargon or formality.

Whether you are setting up a new volunteering project, or aiming to formalise an existing community volunteering initiative, there is plenty of information and support to help you.

ADNODDAU / RESOURCES

CAVS a'r Tîm Gwirfoddoli:

- Gwybodaeth y trydydd sector, newyddion, cyfleoedd, rhwydweithio, cyllido, hyfforddiant.
  - 🖱 *CGGSG*
- Gwybodaeth a chyfleoedd rhwydweithio i sefydliadau sy'n cynnwys gwirfoddolwyr.
  - 🖱 *Gwirfoddoli: ar gyfer Sefydliadau - CGGSC~CAVS*
- Hyfforddiant ar-lein dwyieithog am ddim i reolwyr gwirfoddol a gwirfoddolwyr.
  - 🖱 *Porth Dysgu - CGGSC~CAVS*

- Rydym hefyd yn gallu eich cefnogi chi'n unigol i ddatblygu polisïau newydd, rhoi adborth adeiladol ar eich polisïau presennol, a thrafod materion arferion da. Cysylltwch â ni:

CAVS and CAVS' volunteering team:

- Third sector information, news, opportunities, networking, funding, training.

  - 🖱 *CAVS*
- Information and networking opportunities for organisations that involve volunteers.
  - 🖱 *Volunteering: for Organisations - CGGSC~CAVS*
- Free, bilingual on-line training for volunteer managers and volunteers.
  - 🖱 *Learning Portal - CGGSC~CAVS*
- We are also able to support you individually to develop new policies, give constructive feedback on your existing policies, and discuss all good practice issues. Please get in touch:

✉ **volunteering@cavs.org.uk** ☎ **01267 245555**

Cefnogi Trydydd Sector Cymru
Hwb Gwybodaeth – Taflenni gwybodaeth, rhwydweithio a chyfleoedd hyfforddi.
  🖱 *Cefnogi Trydydd Sector Cymru*

Third Sector Support Wales
Knowledge Hub – information sheets, networking, and training opportunities.
  🖱 *Third Sector Support Wales*

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ARFERION DA A PHOLISIESAU / GOOD PRACTICE AND POLICIES

Dylai fod gan bob sefydliad sy'n cynnwys gwirfoddolwyr y canlynol ar waith:
1. Polisi Gwirfoddoli
2. Polisi Cydraddoldeb ac Amrywiaeth
3. Iechyd a Diogelwch
4. Proses Cymorth a Goruchwylio
5. Gweithdrefn rhag ofn y bydd problemau'n codi

Yn ogystal, dylai sefydliadau geisio cwrdd â'r cod ymarfer ar gyfer gwirfoddolwyr,
🖰 *Côd ymarfer ar gyfer cynnwys gwirfoddolwyr*
a darparu:

- Costau os yn bosibl
- Hyfforddiant sy'n briodol i rolau gwirfoddolwyr
- Yswiriant (mae angen i chi sicrhau bod gwirfoddolwyr yn cael eu cynnwys yn benodol ar eich Yswiriant Atebolrwydd Cyhoeddus)

Bydd yr hyn y mae angen i chi ei gynnwys yn eich dogfennau yn dibynnu ar waith eich sefydliad a'r rolau y mae gwirfoddolwyr yn eu cyflawni. Gall **templedi polisi** fod yn fan cychwyn defnyddiol. Bydd angen i chi eu haddasu a'u diwygio i weddu i'ch sefydliad eich hun.

Gall fod yn fuddiol ichi gynhyrchu **llawlyfr gwirfoddolwyr** sy'n cynnwys yr holl ddogfennau allweddol ar gyfer gwirfoddolwyr mewn un lle, ac a all gynnwys unrhyw ffurflenni sy'n ofynnol i gofnodi oriau gwirfoddolwyr, hyfforddiant a wneir ar hawliadau costau ac ati.

All organisations that involve volunteers should have the following in place:
1. Volunteering Policy
2. Equality and Diversity Policy
3. Health and Safety
4. Support and Supervision process
5. If problems arise procedure

In addition, organisations should aim to meet the **code of practice** for volunteers,
🖰 *code-of-practice-for-involving-volunteers*
and provide:

- Out of pocket expenses if possible
- Training appropriate to volunteers' roles
- Insurance (you need to make sure that volunteers are specifically included on your Public Liability Insurance)

What you need to include in your documents will depend on the work of your organisation and the roles volunteers are undertaking. **Policy templates** can be a useful starting point. You will need to adapt and amend them to suit your own organisation.

It can be beneficial for you to produce a **volunteer handbook** which contains all the key documents for volunteers in one place, and which can contain any forms required to record volunteer hours, training undertaken expense claims etc.

POLISI GWIRFODDOLI / VOLUNTEERING POLICY

1

Dylai polisi gwirfoddoli nodi'r fframwaith ar gyfer y berthynas rhwng gwirfoddolwyr a'r sefydliad. Dylai fanylu ar yr hawliau, y cyfrifoldebau a'r gefnogaeth a fydd yn cael eu cynnig i wirfoddolwyr.

🖱 *Polisi Gwirfoddoli Enghreifftiol*

(I lawrlwytho fersiwn y gellir ei golygu o'r polisi enghreifftiol hwn, a dogfennau templed eraill, bydd angen i chi gofrestru ar wefan TSSW)
Er bod y polisi gwirfoddoli yn nodi'r berthynas gyffredinol rhwng gwirfoddolwr a sefydliad, mae'n syniad da drafftio cytundeb gwirfoddolwr sy'n gosod hawliau a chyfrifoldebau'r ddau barti yn fyr. Mae'r ddogfen hon yn ffordd i'r ddwy ochr gadarnhau eu hymrwymiad i'r berthynas newydd.

🖱 *Cytundeb Enghreifftiol ar gyfer Gwirfoddolwyr*

Mae angen i bob gwirfoddolwr gael disgrifiad rôl sy'n cynnwys yr holl dasgau sy'n gysylltiedig â'r rôl, disgwyliadau o ran ymrwymiad amser, hyfforddiant gorfodol a gynigir a ffiniau rôl clir.

🖱 *Templed Disgrifiad Rôl Gwirfoddolwr*

A volunteering policy should set out the framework for the relationship between volunteers and the organisation. It should detail the rights, responsibilities and support that will be offered to volunteers.

🖱 *Model Volunteering Policy*

(To download an editable version of this model policy, and other template documents, you will need to register on the TSSW website)
While the volunteering policy sets out over-arching relationship between volunteer and organisation, it is a good idea to draft a **volunteer agreement** which briefly sets the rights and responsibilities of both parties. This document is a way for both the parties to confirm their commitment to the new relationship.

🖱 *Model Volunteer Agreement*

Every volunteer needs to have a **role description** which includes all tasks involved in the role, expectations of time commitment, mandatory training offered and clear role boundaries.

🖱 *Volunteer Role Description*

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Wedi'i gofrestru yng Nghymru / Registered in Wales

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POLISI CYDRADDOLDEB AC AMRYWIAETH
EQUALITY AND DIVERSITY POLICY

2

All Mae gan bob sefydliad gyfrifoldeb i hyrwyddo cyfle cyfartal ac i atal gwahaniaethu. Mae angen hyfforddi a chefnogi gwirfoddolwyr i gyflawni eu rolau yn unol â pholisi Cydraddoldeb ac Amrywiaeth y sefydliad.

Dylai'r broses o ddethol a recriwtio gwirfoddolwyr gadw at y polisi Cydraddoldeb ac Amrywiaeth. Dylai'r sefydliad anelu at ddarparu rolau sy'n hygyrch i ystod eang o wirfoddolwyr.

ᗺ *Recriwtio, Dethol a Chynefino Gwirfoddolwyr*

All organisations have a responsibility to promote **equal opportunities** and to prevent **discrimination**. Volunteers need to be trained and supported to carry out their roles in line with the organisation's Equalities and Diversity policy.
Volunteer recruitment and selection should adhere to the Equalities and Diversity policy. The organisation should aim to provide roles that are accessible to a wide range of volunteers.

ᗺ *Recruiting, Selecting and Inducting Volunteers*

IECHYD A DIOGELWCH / HEALTH & SAFETY

3

Dylai polisi Iechyd a Diogelwch y sefydliad nodi cyfrifoldebau'r sefydliad, unrhyw staff cyflogedig a gwirfoddolwyr. Mae gan bob sefydliad ddyletswydd gyfreithiol i sicrhau bod staff cyflogedig a gwirfoddolwyr yn ddiogel yn y gwaith a bod rolau gwirfoddolwyr yn cael eu hasesu ar gyfer risg.

ᗺ *Cadw gwirfoddolwyr yn ddiogel*

The organisation's Health & Safety policy should state the responsibilities of the organisation, any paid staff and volunteers. All organisations have a legal duty to make sure that paid staff and volunteers are safe at work and that volunteer roles are **risk assessed**.

ᗺ *Keeping volunteers safe*

CEFNOGAETH A GORUCHWYLIO / SUPPORT AND SUPERVISION

4

Dylai cefnogaeth ac arweiniad fod yr un peth ar gyfer gwirfoddolwyr a staff cyflogedig. Dylid ei addasu i lefel cyfranogiad ac anghenion y gwirfoddolwr. Dylai fod gan wirfoddolwyr berson a enwir yn y sefydliad sy'n gyfrifol am wirfoddolwyr, fel eu bod yn gwybod at bwy i fynd os ydyn nhw'n profi unrhyw broblemau neu os oes ganddyn nhw unrhyw ymholiadau.

Dylai gwirfoddolwyr gael cyfle i adolygu eu rôl a'u cyflawniadau trwy sesiynau goruchwylio rheolaidd. Bydd pa mor aml y cynhelir y sesiynau hyn yn dibynnu ar ddwyster y rôl.

🖱 ***Canllawliau Goruchwylio Model***

Support and guidance should be the same for both volunteers and paid staff. It should be adapted to the volunteer's level of involvement and needs. Volunteers should have a **named person** within the organisation who is responsible for volunteers, so that they know who to go to if they are experiencing any problems or have any queries.

Volunteers should have the opportunity to review their role and achievements through regular scheduled supervision sessions. How often these sessions take place will depend on the intensity of the role.

🖱 ***Model Supervision Guidelines***

OS BYDD PROBLEMAU'N CODI / IF PROBLEMS ARISE

5

Mae angen nodi proses glir rhag ofn y bydd problemau'n codi, fel bod gwirfoddolwyr yn ymwybodol o bwy i fynd atynt os ydynt yn cael anawsterau. Mae angen nodi hefyd beth yw'r broses ffurfiol os derbynnir cwynion am wirfoddolwyr.

🖱 ***Polisi Cwynion Enghreifftiol***
🖱 ***Rheoli pryderon sy'n ymwneud â gwirfoddolwyr***

There needs to be a clear process set out in case problems arise so that volunteers are aware of who to go to if they are having difficulties. It also needs to be stated what the formal process is if complaints are received about volunteers.

🖱 ***Model Complaints Policy***
🖱 ***Managing Concerns Relating to Volunteers***

COSTAU / EXPENSES

Mae'n arfer da i sefydliadau ad-dalu'r holl gostau y cytunwyd arnynt gan wirfoddolwyr sy'n cyflawni eu rolau. Bydd hyn yn golygu gweld derbynebau ar gyfer pryniannau, biliau ffôn wedi'u rhestru ac ati.

Dylid cynghori gwirfoddolwyr ynghylch sut i hawlio costau a dylid talu'r rhain yn brydlon.

Gallai costau rhesymol gynnwys
- Teithio (yn seiliedig ar filltiroedd ar gyfer y siwrnai neu gostau trafnidiaeth gyhoeddus)
- Costau prydau bwyd wrth wirfoddoli (yn seiliedig ar dderbynebau. Nid yw'n ddoeth talu swm penodol bob dydd - ond ad-dalu'r union swm a wariwyd.)
- Costau ffôn a phostio (os ydych chi'n gweithio gartref)
- Costau offer / deunyddiau.
- Costau gofal plant

🖱 *Treuliau Gwirfoddolwyr*

It is good practice for organisations to re-imburse all agreed out-of-pocket expenses incurred by volunteers carrying out their roles. This will mean seeing receipts for purchases, itemised phone bills etc. Volunteers should be advised about how to claim expenses and expenses should be paid promptly.

Reasonable expenses could include
- Travel (based on mileage for the journey or public transport costs)
- Meal costs during volunteering (based on receipts. It is not advisable to pay a set amount each day – but to re-imburse actual amount spent.)
- Telephone & postage costs (if working from home)
- Costs of equipment/materials.
- Childcare costs or replacement care costs

🖱 *Volunteer Expenses*

YSWIRIANT / INSURANCE

Mae'n bwysig eich bod yn sicrhau bod gwirfoddolwyr sy'n weithgar mewn sefydliad yn dod o dan eich polisi yswiriant.

🖱 *Gwirfoddolwyr ac Yswiriant*

It's important that you ensure that volunteers who are active within an organisation are covered by your insurance policy.

🖱 *Volunteers and Insurance*

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HYFFORDDIANT / TRAINING

Mae'n bwysig bod pob sefydliad yn rhoi sesiwn sefydlu a hyfforddiant priodol i wirfoddolwyr i'w galluogi i gyflawni'r rôl. Mae'n arfer da cynnwys gwirfoddolwyr yn eich rhaglen hyfforddi, fel eu bod yn gallu cyrchu cyfleoedd datblygu personol. Os yw hyfforddiant yn orfodol, mae angen nodi hyn ar y dechrau.

Mae gan CAVS rai cyrsiau ar-lein dwyieithog sy'n addas ar gyfer gwirfoddolwyr:
mae 'Hyder', 'Cyfrinachedd', a 'Aros yn ddiogel' ar gael ar hyn o bryd ac mae 'Paratoi i Wirfoddoli' a 'Gwirfoddoli i Chi' yn cael eu datblygu.

⌐ *Porth Dysgu - CGGSC~CAVS*

Efallai y bydd y tîm gwirfoddoli hefyd yn gallu cyflwyno hyfforddiant gyda grwpiau o wirfoddolwyr pan ellir ailddechrau gweithgareddau wyneb yn wyneb.

It's important that all organisations give volunteers the appropriate **induction and training** to enable them to carry out the role. It is good practice to include volunteers in your training programme, so they are able to access personal development opportunities. If training is mandatory, this needs to be stated at the outset.
CAVS have some bi-lingual on-line courses which are suitable for volunteers:
'Confidence', 'Confidentiality', and 'Staying safe' are currently available and 'Preparing to Volunteer' and 'Volunteering for You' are in development.

⌐ *Learning Portal - CGGSC~CAVS*

The volunteering team may also be able to deliver training with groups of volunteers when face-to face activities can be resumed.

GWIRFODDOLI A COVID -19 / VOLUNTEERING AND COVID -19

Nid yw'r cyngor cyfredol wedi newid yn sylweddol ers mis Gorffennaf 2020 (gweler y ddolen taflen wybodaeth isod). Ar hyn o bryd mae llawer o weithgareddau gwirfoddoli yn digwydd o bell dros y ffôn a thrwy fideo-gynadledda. Mae gweithgareddau'n dechrau ailagor, ond mae angen i asesiadau risg fod ar waith ac mae diogelwch gwirfoddolwyr, defnyddwyr gwasanaeth a gweithwyr cyflogedig o'r pwys mwyaf. Mae'r wybodaeth isod yn cynnwys dolenni i gyngor sy'n cael ei ddiweddaru'n rheolaidd.

🖱 ***Gwirfoddoli a llacio'r cyfyngiadau symud***

The current advice has not substantially changed since July 2020 (see information sheet link below). Many volunteering activities are currently taking place remotely over the phone and through video conferencing. Activities are beginning to re-open, but **risk assessments** need to be in place and the safety of volunteers, service users and paid workers are paramount. The information below contains links to advice that is updated regularly.

🖱 ***Volunteering and Easing Out of Lockdown***

✉ **volunteering@cavs.org.uk** ☎ **01267 245555**