

VOLUNTEER POLICY

(Our Commitment to Involving Volunteers)

(NAME OF ORGANISATION) is committed to involving volunteers in the development and delivery of its services:

- We recognise and celebrate the unique and valuable contribution that volunteers make to the delivery of our services.
- We aim for excellence in our volunteer management and seek to continuously develop our policies and procedures so that our volunteers feel motivated and enriched by the work that they undertake on our behalf.
- We encourage the involvement of volunteers from a wide range of backgrounds so that our services are more representative of communities in **(NAME OF TOWN)** and we are better able to respond more effectively to local needs.
- We look to learn, from experience and feedback, about what inspires volunteers and how they like to be treated. This helps us support other groups locally who are seeking to involve volunteers.

Our volunteer policies and procedures cover:

- 1. Equal Opportunities:** We pursue equality and fairness in the recruitment of our volunteers and work hard to ensure that no person is discriminated against on the grounds of their gender, gender reassignment, sexual orientation, marital status, race, ethnic origin, colour, nationality, national origin, HIV antibody status, AIDS, disability, religion, belief or age. We monitor our volunteer participation (including our management committee / board of trustees) to ensure that our volunteers are broadly representative of the local communities we serve.
- 2. Diversity:** We are committed to building an organisation in which volunteers with different ideas, abilities, backgrounds and needs are included. We recognise and value these differences and believe that this diversity strengthens our services and aids the development of our organisation.
- 3. Recruitment and Selection:** The sole qualification for volunteers is the suitability to perform a task on behalf of the organisation. Volunteers are recruited for their interest in a specific role or general interest in volunteering, which is then matched with a specific role. All potential volunteers attend an interview and provide references. Volunteers working with children, young people or adults at risk are also required to have a Disclosure and Barring System (DBS) check. A criminal record does not automatically bar someone from volunteering with us; each case is judged on its individual merit and the extent to which we are able to work towards minimising the risk to anyone who might be affected.
- 4. Task Descriptions:** We develop flexible and diverse volunteer roles that complement (but do not substitute for) the roles of paid staff. Wherever possible, volunteer roles are adapted to meet individual needs.

Volunteering Capacity Toolkit

5. Induction and Training: Volunteers are involved at every level of our organisation in flexible and diverse roles that complement (but do not substitute for) the roles of paid staff. We aim to ensure that volunteers receive induction and training to be effective in their roles. During induction we provide background information on the project in question, explain its structure and the services it provides. All volunteers receive a copy of our Volunteer Handbook, which serves as a reference point for our policies and procedures. Volunteers have the opportunity to discuss these in detail with their reporting manager. All volunteer placements are subject to a trial period, the length of which depends on the nature and hours of voluntary work.

6. Support and Supervision: We offer support to all our volunteers and provide regular opportunities for volunteers to give and receive feedback and raise concerns about their roles and responsibilities. Each volunteer has a designated member of staff responsible for their support, the name and contact details for whom each volunteer is given during their induction.

7. Feedback: We encourage feedback from our volunteers and identify actions required to further enhance our volunteer management and practices. We use one to one support, team meetings and information boards to receive volunteers' points of view.

8. Expenses: We are committed to breaking down barriers to volunteering and have a clear policy for reimbursing volunteer expenses. We provide guidance in our Volunteer Handbook for claiming expenses and ensure that volunteers are promptly reimbursed for their agreed out of pocket expenses. The full details for claiming expenses and the options for reimbursement are discussed with volunteers during their induction.

9. Problem Solving: Situations may arise where a volunteer, staff member or service user has reason to complain about another individual. In the first instance, we always try to resolve the issue, however if either party is not satisfied with the outcome, we would then follow our complaints procedure. Our volunteers receive written and verbal information about this procedure during their induction.

10. Insurance: Our volunteers are protected by **(NAME OF ORGANISATION)** public liability insurance. However volunteers using their car for voluntary work must inform their own insurance company to ensure adequate cover.

11. Health and Safety: **(NAME OF ORGANISATION)** takes its responsibility for volunteer's health and safety in the workplace seriously and works hard to ensure that we provide a safe place of work for all our volunteers. Our Health and Safety Policy explains how we do this and how volunteers can help us to maintain a safe and healthy working environment for everyone. During their induction we will discuss the following areas of the policy with each volunteer:

- General Information
- Responsibilities
- General Safety
- Fire Safety

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- First Aid
- Training and Support
- Personal Safety

Signed for and on behalf of the management committee of **(NAME OF ORGANISATION)**:

Signed: **Signed:**

Date: **Date:**

Last review: July 2025
Next review: July 2027

SAMPLE