

Volunteer Policy

Bright Path Mediation

Purpose of our volunteer policy

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at **Bright Path Mediation**.

It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people.

Attracting volunteers and volunteer agreement

We have a range of opportunities for volunteers to get involved in. Once we receive a copy of your completed registration form, a member of our team will get in touch with more information on specific opportunities and we can decide together which option best matches your interests and time availability and also our needs. Your help will be greatly appreciated and really will make a difference.

DBS checks

Some volunteer roles which involve working with children and adults at risk will require a DBS check and at least two character references from previous employment or voluntary roles.

Induction and training

It does not matter how much you already know, as there will be opportunities to learn, and we have roles to suit every level of expertise. There will be an induction prepared and delivered by one of our staff. This will include:

- Some information about **Bright Path Mediation**, our vision, mission and our future plans;
- The role of the volunteer;
- A copy of all the relevant policies including this volunteer policy
- Essential procedures such as timekeeping

- Information about training and ongoing learning opportunities

There will be a trial period of four weeks to give **Bright Path Mediation** and you time to discover if you are suited to each other. A review will be made midway through the trial period and also at the end. This is not an assessment, it is just so that we can be sure that you benefit the most from the volunteering experience and maximise the time you are giving freely.

Support

A member of our team will offer support to you. They will remain your key contact throughout your volunteering with us. This will include regular meetings with you to discuss how you are getting on, discuss any training needs and deal with issues arising. This will also ensure that **Bright Path Mediation** are doing all we can to make your volunteering experience an enjoyable and meaningful one.

Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this we will always say thank you and show appreciation for a job well done. We hold social events each year to celebrate our achievements; this might be a certificate presentation for volunteers or a celebration at Christmas. During these events you will get an opportunity to meet other volunteers and supporters of our work and share in our plans for the future. We will take opportunities to praise the achievements of our volunteers.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All reasonable out of pocket expenses, if required, will be reimbursed including expenses for travel. In order to claim expenses, an Expenses Form must be completed, a valid receipt provided and this should be handed in to **Bright Path Mediation**.

Insurance, health and safety, accidents and risk assessment

Bright Path Mediation has a valid insurance policy that covers volunteers which you are advised to read. It covers the volunteering activities you will be doing. We will keep reminding you of our Health and Safety Policy and give simple instructions on how to perform each task safely. We have clear procedures for accidents and emergencies and will always have a first aider on site.

Resolving problems

We hope that you will have a very enjoyable experience volunteering with us. However if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. First of all, talk to the person who leads the team where you volunteer and he or she should be able to sort it out with you before it becomes a problem. If you do not feel this will resolve things you can speak to a member of the **Bright Path Mediation** management team.

Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes use of social media and contact with any press.

Equality, Diversity and Inclusion

Bright Path Mediation is committed to embracing diversity and promoting equality and inclusion. When representing **Bright Path Mediation** as a volunteer we expect you to support our commitment to promoting equality.

Signed
(Volunteer):

Date:

Signed
(Manager):

Date: 15th April 2025



Review Date: 15th April 2025