



Volunteer Management Policy

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Lead Officer	CEO

Version Control

- All key documents including Policies, Procedures and Processes will have a version control table to assist with tracking the development of the document.
- All draft versions will show as numbers after a decimal point and each full version will show before the decimal point as follows.
- The version number will appear in the document header along with the document title.

Date	Version Number	Notes
December 2024	v0.1	Drafted November 2024 by Jemma Gregory
January 2025	v1.0	Agreed by Trustees

Document Status

- This is a controlled document. Whilst this document may be printed, the electronic version posted on the website is the controlled copy. Any printed copies of this document are not controlled.
- As a controlled document, this document should not be saved onto local or network drives but should always be accessed from the website.

Who is covered by this policy?

Volunteers, and staff working with them.

What is covered in this policy?

This policy outlines how SPACE will appoint and support its volunteers.

Purpose

The purpose of this policy is to ensure that SPACE gives its volunteers the best support possible during their time at SPACE.

The policy

Attracting volunteers

Working with colleagues, the Operations Manager will establish a network of volunteer sources, such as the local councils for voluntary service or universities. Under ordinary circumstances, prospective volunteers who approach SPACE with enquiries via phone or email should be asked to email Operations Manager a copy of their CV and a covering letter explaining their interest in volunteering for SPACE. Nevertheless, SPACE will be flexible to volunteering requests however they arrive in order to accommodate anyone who is interested in volunteering. The Operations Manager will ask all prospective volunteers to attend an informal meeting to discuss how they can help SPACE and how the charity can help them.

If, after the discussion, SPACE and the volunteer decide to go ahead with a volunteering opportunity, Operations Manager will write to the prospective volunteer to confirm this and set out the expectations of both parties.

Induction and training

The Operations Manager or a nominated staff member will usually prepare and deliver the induction, which should cover:

- information about SPACE, including where to access all policies and procedures, its vision and mission and its future plans;
- the role of the volunteer;
- essential procedures, such as timekeeping, rota and confirmation of legally acceptable hours worked if the volunteer claims benefits;
- information about training and ongoing learning opportunities;
- information about volunteering from home and what support is available.

Volunteers will have a trial period of 3 months to give SPACE and the volunteer time to discover if they are suited to each other. It will have a review midway through the trial period and also at the end. This review is not an assessment. It is to ensure that both SPACE and the volunteer benefit from the volunteering experience.

Support

The Operations Manager or nominated staff member will offer ongoing support and will remain the volunteer's key contact throughout their volunteering with SPACE.

Expenses

Volunteers can claim reasonable travel expenses up to a maximum of £10 per day. In order to claim expenses, volunteers should submit a valid receipt to Operations Manager, who will arrange for reimbursement.

Insurance

SPACE's insurance policy ensures that volunteers are covered by public liability insurance, which can be accessed in the office. Volunteers are advised to read this as it covers the volunteering activities they will be undertaking.

Resolving problems

SPACE hopes that its volunteers will have an enjoyable experience volunteering. However, if their role as a volunteer does not meet their expectations or SPACE has not met the commitments anticipated, SPACE wants volunteers to feel comfortable about letting it know. Likewise, if the volunteer is not meeting SPACE's expectations, it should raise this with the individual.

If there is a concern, volunteers should, first of all, speak to the nominated staff member or Operations Manager in order to sort things out before they become a problem. If they do not feel this will resolve things, they should speak to a senior manager.

Confidentiality

SPACE expects all volunteers to adhere to confidentiality guidelines which will be explained to them before they begin volunteering with SPACE. This also includes the use of social media and contact with any press.

Equality, equity, diversity and inclusion

SPACE is committed to embracing diversity and promoting equality, equity and inclusion. When representing SPACE, it will expect volunteers to support the charity's commitment to maintaining and promoting equality.