

Step To Shelter Merseyside CIC Volunteer Policy

Reviewed date: Friday 24th October 2025

1. Introduction

Volunteers are a vital part of Step To Shelter Merseyside CIC. This policy outlines our commitment to supporting, valuing, and managing volunteers in a consistent and fair manner. It ensures that volunteering is a positive and rewarding experience for everyone involved.

2. Purpose of the Policy

This policy aims to:

- Define the role of volunteers within the organisation
- Set out the principles that guide our volunteer programme
- Ensure a safe, inclusive, and supportive environment for all volunteers
- Clarify expectations and responsibilities for both the organisation and volunteers

3. Definition of a Volunteer

A volunteer is someone who offers their time, skills, and experience freely and by choice, without financial compensation, to support the aims of Step To Shelter Merseyside CIC.

4. Recruitment and Selection

We are committed to equal opportunities and welcome volunteers from all backgrounds.

- All prospective volunteers will complete an application form and attend an informal interview.
- References may be requested, and roles involving vulnerable individuals will require a DBS check.
- Selection is based on the applicant's suitability for the role and alignment with our values.

5. Induction and Training

All volunteers will receive:

- A full induction to the organisation and their role
- Access to relevant training and development opportunities
- Ongoing support and supervision

6. Volunteer Roles and Responsibilities

Volunteers are expected to:

- Carry out their role to the best of their ability
- Follow the organisation's policies and procedures
- Respect confidentiality and maintain professional boundaries
- Communicate any concerns or issues to the head of service

Step To Shelter Merseyside CIC will:

- Provide a clear role description
- Offer support, guidance, and recognition
- Ensure a safe and inclusive working environment
- Reimburse agreed out-of-pocket expenses

7. Supervision and Support

Each volunteer will have a named supervisor who will:

- Provide regular check-ins and feedback
- Offer guidance and address any concerns
- Support the volunteer's development and wellbeing

8. Problem Solving and Complaints

We aim to resolve any issues informally and constructively.

- Volunteers can raise concerns with their supervisor or the Volunteer Coordinator.
- If necessary, a formal complaints procedure is available.
- Volunteers will be treated with fairness and respect throughout.

9. Health and Safety

Volunteers are covered by our Health and Safety Policy and are expected to:

- Take reasonable care of themselves and others
- Report any accidents, incidents, or hazards
- Follow safety instructions and use equipment responsibly

10. Confidentiality and Data Protection

Volunteers must respect the confidentiality of service users and organisational information.

- Personal data will be handled in accordance with UK GDPR and our Data Protection Policy.
- Breaches of confidentiality may result in the end of the volunteer placement.

11. Ending the Volunteer Relationship

Volunteers may end their involvement at any time. We ask for as much notice as possible.

- We may also end a volunteer placement if it is no longer suitable or if policies are breached.
- Exit interviews may be offered to gather feedback and improve our programme.

12. Recognition and Value

We deeply value the contribution of our volunteers and will:

- Acknowledge their work through regular feedback and appreciation
- Celebrate achievements and milestones
- Provide references where appropriate

13. Policy Review

This policy will be reviewed annually or sooner if required by changes in legislation or organisational needs.

Approved by:

Full name: Dylan Williams

Role: Head off Service

Email: Dylan.Williams@Steptoshelter.co.uk

Office Number: 0151 332 5231