

# Volunteer Policy

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## Introduction

1. Our volunteers come from a range of sources and backgrounds.
2. Our role is to encourage volunteers to not only contribute to our work, but also to get the most personally from doing so. However, we care for vulnerable people and their needs and safety are paramount. Consequently, becoming a volunteer also entails obligations.
3. This policy lays out a framework to support everyone in achieving these objectives.

## Staff Responsibilities

4. **Directors.** Responsible for supporting our committees and providing specialist support for volunteering in areas such as fundraising, training, H&SW, HR and finance, and also thanking and recognising our volunteers work.
5. **Admin team.** Making our volunteers feel welcome, supporting them in developing their experience and ensuring that they are treated fairly.

## Volunteer Roles

6. Volunteers enable us to improve the quality of our services in a way that we would otherwise not be able to do. We do not use volunteers to substitute for normal staffing.
7. **Governance and Strategy.** Directors ensure that we are governed well, and support and guide the Founders in leading us and maintaining high standards.
8. **Fundraising.** Volunteers help to raise funds that enable us to purchase services and items that we would otherwise be unable to afford.

## Supervision and Support

9. Directors are responsible for providing supervision and support appropriate to each volunteer's role. This is to include supervision, appraisal and personal development, if appropriate.

## **Training**

10. Volunteers may only undertake activities which they are competent to carry out and essential training will be provided, if necessary, for them to do so.

## **Recruiting**

Anyone wishing to volunteer will be asked to submit a volunteering application for which will be accessed by all directors. Appointed volunteers will be asked to sign a volunteer agreement before commencing in their post.

## **Expenses**

11. Volunteers are entitled to be paid reasonable expenses for costs incurred in accordance with our Expenses Policy. However, they may not be paid or given non-cash benefits, as these may inadvertently create a contract of employment, create tax liabilities or impact on an individual's benefits, if he or she is in receipt of these.

## **Benefits**

12. People are allowed to volunteer while claiming state benefits, including means-tested benefits such as jobseeker's allowance (JSA), incapacity benefit, income support, and employment and support allowance (ESA). They may volunteer for as many hours as they wish to, but there are specific rules that they must comply with. This [link](#) provides guidance, but rules can change and may depend on circumstances, so the individual should approach their benefit provider for clarification.

## **Equal Opportunities and Diversity**

13. Our Equality and Diversity policies are fully applicable to volunteers. Reasonable adjustments are to be made to support volunteers with special needs. We believe that diversity is strength, and value all staff regardless of their age, ethnicity, gender, religion, physical abilities or sexual orientation. We will treat each other with honesty, respect and consideration, and will work together to support each other. We will not tolerate bullying or harassment.

## Dispute Resolution

14. If a volunteer has a concern, this should be raised in the first instance with his or her line manager. Every effort is to be made to resolve any concern informally. However, if need be, volunteers have the right to use our Grievance and Public Disclosure (Whistle Blowing) procedures.
15. In respect of breaches of policies or procedures, or inappropriate behaviour by a volunteer, including events in an individual's private life that may impact upon our work, the relevant member of the Management Team would remind the individual of the standards required.
16. Serious or repeated breaches by a volunteer may result the individual being invited to relinquish his or her position. In such an instance the individual may appeal to the line manager of the member of the Management Team who made this decision, but must do so in writing within 10 days of being notified of the decision. There would not normally be a need to hold a meeting with the individual, unless in this was felt to be appropriate and the individual was willing to attend.

## Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Board	Nov 24	Initial draft approved	Annually