



Volunteer Policy

1. Introduction

1.1 This policy sets out our approach to managing volunteers across WE RESTART Charity

1.2 This policy should be read in conjunction with our:

- Volunteer Agreement
- Data Protection policy
- Equality, Diversity, and Inclusion policy

2. Scope

2.1 This policy applies to WE RESTART Charity.

2.2 This policy applies to all volunteers assisting us with WE RESTART Charity projects, both within our organisational departments and out in our communities as part of groups, and community projects.

2.3 We acknowledge that many of our achievements would be impossible without volunteers. We value our volunteers and aim to provide the best of experiences, providing them with the opportunity to achieve their personal goals. Through our services, we always strive to match the needs of our users and organisation, with the needs of our volunteers. We are committed to ensuring all staff use a consistent approach when involving volunteers in the workplace.

3. Our approach

3.1. Volunteer Opportunities

3.1.1 We will keep registered potential volunteers regularly informed of new opportunities through our mailing list and website.

3.1.2 We will ensure that the needs of the organisations, customers and volunteers match through our recruitment and selection processes.

3.1.3 We will ensure that any volunteering opportunities complement, rather than supplement the work of the paid staff, and that they consist of clearly defined tasks for which the volunteer can take ownership.

3.1.4 We will develop and provide a role description for each volunteer opportunity, which will include a volunteer's right to receive, and our obligation to provide appropriate support, supervision, training and development.

3.1.5 We will offer all volunteer opportunities at no more than 15 hours per week.

3.1.6 In the event that we cannot provide a relevant opportunity for a volunteer, we will, wherever possible, signpost to an external organisation we have built good relationships with.

3.2. Recruitment & Vetting

3.2.1. We will require all volunteers to undergo the following vetting processes in advance of their appointment:

- Complete a registration form
- Undertake an informal chat
- Provide two references
- A Disclosure and Barring Service (DBS) check (where required)

3.2.2. In the event of a volunteer being unable to produce two academic or professional references, one or more references will be accepted from correspondents who have known the volunteer in a personal capacity for 2 years or more. This also includes referees from overseas if the volunteer is new to the country. In some cases, where 2 references are not possible, we will accept 1.

3.2.3. We will provide the opportunity to attend inductions to all volunteers within 30 days of their start date.

3.2.4. In line with corporate policies on Equality, Diversity, and Inclusion, we will continue to monitor and evaluate the recruitment of volunteers.

3.3. Support for Volunteers

3.3.1. We will allocate a volunteer Supervisor to each volunteer for the duration of their role.

3.3.2. We will equip volunteer supervisors with the training and tools to provide regular support and supervision sessions with volunteers, to monitor progress, facilitate open communication and support their personal development.

3.3.3. We will provide volunteers with copies of relevant documents related to their role.

3.3.4. We will adhere to the Data Protection Policy when handling any information relating to volunteers.

3.3.5. All copyright of works created during the volunteer period (including the creation of visual or audio works) will be owned by WE RESTART Charity. However, these works can be used in the volunteer's own portfolio to demonstrate their ability.

3.4. Reimbursement of Out-of-Pocket Expenses

3.4.1. We will not pay volunteers any amount or allowance of any kind other than those specified in the Volunteer position.

3.4.2. We will ensure that there is no financial disadvantage of being a volunteer by reimbursing all reasonable out of pocket expenses, including travel (public transport, taxis, car and bike) and lunch, where applicable, up to our stated limits. Information can also be found in our Financial Management policy.

3.4.3. Where we pay volunteers, we will do so through the submission of our volunteer expenses claim form.

3.4.4. We do not handle petty cash when paying our volunteers.

4. Equality, Diversity, and Inclusion



4.1. An Equality Impact Assessment (EqIA) has been completed for this policy, and ongoing monitoring of volunteers' protected characteristics will be conducted to identify any adverse impact and future actions.

5. Responsibilities

5.1. The Managing Director has overall accountability for this policy and implementation.

5.2. Colleague responsibilities are to:

- Provide an open and inclusive culture, which respects and values the benefits of volunteers.
- Provide information about our policies, processes, and procedures.
- Provide access to appropriate induction, training, and support.
- Provide structured supervision and management, ensuring every volunteer is fully supported; given the opportunity to provide feedback and that we're clear on their role expectations and any development aspirations and goals they may have.
- Make sure every volunteer is briefed on and understands the Health and Safety Policy and any related health and safety policies and procedures associated to their volunteering work.
- Make the necessary arrangements to ensure that the health, safety, and wellbeing needs of volunteers are fully recognised and always prioritised.
- Provide access to trained colleagues or community support services, to offer guidance, advice and feedback which maximises both the individual, as well as collective contribution and performance of volunteers and their projects.
- Make sure that all relevant documents relating to the volunteering role are shared.
- Reimburse pre-agreed out-of-pocket (lunch & travel) expenses related to volunteer work.

Approval

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Policy owner: Cristina Antonini