



The
John Burns
Foundation

Volunteer Policy

John Burns Foundation

Supporting volunteers to work safely, confidently and consistently

Email

admin@johnburnsfoundation.org

Document purpose

Guidance for all volunteers supporting the Foundation

Version 1.2

Apr 2026

1. Welcome

Thank you for choosing to volunteer with the John Burns Foundation. Volunteers are central to our work and help us support communities, families and individuals through outreach, charitable activity and community projects.

Definition of volunteer

'A volunteer is a person who gives freely of his/her time, skills and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require particular skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis'

These guidelines explain what you can expect from the Foundation and what we expect from you. They are designed to help every volunteer feel informed, respected and supported.

Quick guide: be respectful, follow instructions, protect confidential information, raise concerns promptly, and claim only reasonable approved expenses with receipts.

2. About the Foundation

The John Burns Foundation is committed to supporting local communities through practical help, partnership working, fundraising activity and programmes that respond to local need. Volunteers give their time, skills and energy to strengthen this work and represent the organisation in a positive way. We are reliant on Community Grants, donations and proceeds made on delivering activities to the local Community.

3. Our values

- Respect - we treat everyone with dignity and consideration.
- Compassion - we listen, support and respond with care.
- Integrity - we act honestly and responsibly.
- Inclusion - we welcome diversity and value different experiences.
- Professionalism - we behave in a way that protects the Foundation and the people we serve.

4. What volunteers can expect

- A clear explanation of their role and who they report to.
- Relevant induction, guidance and any necessary training.
- A safe environment and reasonable support while volunteering.
- Fair treatment, dignity and respect.
- Reimbursement of approved reasonable expenses in line with this guidance.

5. What we expect from volunteers

- Carry out agreed tasks responsibly and within the limits of your role.
- Follow instructions from staff, supervisors and event leads.
- Treat service users, staff, supporters and other volunteers respectfully.
- Maintain confidentiality and protect personal data.
- Tell us as soon as possible if you cannot attend a scheduled activity.
- Raise any safeguarding, health and safety or conduct concern promptly.

6. Standards of conduct

Volunteers must act in a way that protects the reputation of the John Burns Foundation and the wellbeing of others.

- Do not discriminate, bully, intimidate or harass anyone.
- Maintain appropriate boundaries with children, young people and vulnerable adults.
- Do not use alcohol or illegal drugs while volunteering or attend under the influence.
- Use social media responsibly and do not speak on behalf of the Foundation unless authorised.
- Do not make commitments, purchases or public statements on behalf of the Foundation without approval.

7. Safeguarding

The Foundation is committed to safeguarding children, young people and vulnerable adults. If you witness, receive or suspect a safeguarding concern, report it immediately to the designated staff lead or your supervisor. Do not promise secrecy and do not investigate the matter yourself.

- Respond calmly and listen without judgement.
- Record factual information as soon as possible.
- Report concerns immediately through the agreed internal process.
- In an emergency, contact emergency services first and then inform the Foundation.

8. Health and safety

- Follow all safety instructions, site rules and event briefings.
- Report accidents, near misses, hazards or unsafe conditions promptly.
- Use equipment only if you are authorised or trained to do so.
- Do not lift, move or carry items beyond your capability.
- Stop and ask for guidance if a task feels unsafe or unclear.

9. Confidentiality and data protection

You may come across confidential or sensitive information while volunteering. This may include personal details, case information, internal plans, contact lists or financial information. This information must only be used for Foundation purposes and must not be shared outside the organisation unless authorised or required by law.

10. Expenses and reimbursements

The Foundation aims to ensure that nobody is out of pocket because they volunteer. Reasonable expenses may be reimbursed where they are directly connected with approved volunteering activity and supported by receipts or other acceptable evidence.

Expense type	Usually claimable	Important notes
Public transport	Yes	Use standard class where possible and keep tickets/receipts.

Mileage	Yes, if pre-approved	Use the agreed rate and record date, journey and miles.
Parking	Yes	Only where necessary for volunteering activity.
Meals/refreshments	Sometimes	Must be reasonable and normally pre-approved for longer activities.
Purchases for an event or activity	Yes, if authorised	Approval should be obtained before spending.
Personal clothing or fines	No	Not reimbursable.

11. How to claim expenses

- Get approval in advance where possible, especially for mileage, purchases or unusual costs.
- Keep receipts, tickets or other proof of payment.
- Submit your claim promptly, ideally within 30 days of the expense being incurred.
- Send claims to admin@johnburnsfoundation.org with a short description of the activity.
- Include your name, date, purpose of expense and total amount claimed.

Claims checklist: date, activity, itemised costs, receipts attached, approval noted, bank/payment details if required.

12. Attendance and communication

Please let the Foundation know as early as possible if you are delayed or unable to attend. Reliable communication helps us plan activities safely and fairly and ensures service users and events are properly supported.

13. Equality, diversity and inclusion

The John Burns Foundation aims to create an inclusive volunteering environment. Everyone should feel welcome, respected and able to contribute. Concerns about unfair treatment, exclusion or discrimination should be raised promptly.

Volunteer agreement

This page can be completed by a volunteer and retained for internal records if the Foundation wishes to use it as an acknowledgement form.

Volunteer name

Role / activity

Phone / email

Emergency contact

Signature

Date

I confirm that I have read and understood the John Burns Foundation Volunteer Guidelines and agree to volunteer in line with them.