

# A guide to volunteering policy

## A sample Volunteering policy

What follows is an idea of what you can include in a Volunteer Policy, the key headings to consider and related procedures.

In some sections there are links to other useful documents and websites. As with all sample documents it is important to modify and adapt them to suit the needs and situation of your organisation.

### 1. Introduction

*AnyOrg* exists to ... ([mission statement](#))

In line with this mission *AnyOrg* seeks to involve volunteers to:

- Ensure that our services meet the needs of our clients
- Provide new skills and perspectives
- Increase our contact with the local community we serve
- Add value to the services we deliver

### 2. Principles

The Volunteering Policy is underpinned by the following principles:

- *AnyOrg* will ensure that volunteers are properly integrated into the organisation
- *AnyOrg* does not aim to introduce volunteers to replace paid staff.
- *AnyOrg* expects that staff at all levels will work positively with volunteers.
- *AnyOrg* accepts the definition of Volunteering as given by the [National Compact Code of Volunteering](#) and endorsed by Team Hackney's Volunteering Strategy.

“volunteering is defined as an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives.”

▶ [Volunteering England Information Sheet “Definitions of Volunteering”](#)

### 3. Equal Opportunities

*Any Org* operates an Equal Opportunities Policy in respect of both paid staff and volunteers. A copy is in the Volunteers Handbook. We are committed to making our volunteering programme accessible and attractive to all the local community, therefore we ask volunteers to complete a monitoring form. This is so we can ensure that our outreach work is reaching all sections of the community. These forms are collected and analysed anonymously.

▶ [Monitoring Form](#)

### 4. Health and Safety

Volunteers are covered by *AnyOrg's* Health and Safety Policy, a summary of which is in the Volunteers Handbook, the full policy is available in the Policy Folder.

A Risk Assessment will be completed on each volunteer role, to identify any risks associated with the role and agree actions to remove or reduce these risks and ensure a safe volunteering environment. The completed Risk Assessment

will be shared with volunteers so they are aware of their responsibility to reduce and control risk.

All volunteers are covered by *AnyOrg's* insurance policy whilst they are on the premises or engaged in any activities agreed with *AnyOrg's* staff in advance. They are not covered by this insurance if they go beyond the agreed boundaries of their volunteering role.

If a volunteer is using their own car to perform their volunteering role, they should inform their insurance company. This should not affect the cost of their premium, and a letter explaining the role of a volunteer driver can be provided if needed.

- ▶ [Risk Assessment Form](#)
- ▶ [Health and Safety Executive Website](#)
- ▶ Letter to insurance company about volunteer driving

## 5. Recruitment

Before we recruit to a volunteer role a Role Description and Person Specification will have been agreed between the Volunteer Co-ordinator and the member of staff who will be supervising that role.

Once this has been agreed recruitment to the volunteer role can begin. We will aim to advertise as widely as possible for volunteers, reaching a broad cross-section of the community. We will use a range of accessible recruitment methods, including posters, our own website and advertising via Hackney Voluntary Action and the [do-it website](#).

Other recruitment routes may be agreed especially if they relate to the skills needed for the volunteer role (e.g. via a local IT class when looking for a website volunteer).

When someone interested in volunteering contacts *AngOrg* we will respond promptly and invite them for an interview within a week of them first contacting us.

## 6. Screening

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

We will ask each volunteer to provide two character references. These cannot be from family members but need not be from current or previous employers.

When a volunteer role involves regular, substantial or unsupervised contact with children or vulnerable adults the volunteer will need to complete a Criminal Record Bureau check. Having a criminal record will not necessarily prevent someone from volunteering at *AngOrg*. All checks will be handled in accordance with the CRB's guidelines, our CRB Code of Practice, Child Protection Policy and Safeguarding Vulnerable adults Policy.

- ▶ [Reference Request letter and form](#)
- ▶ [CRB website](#)
- ▶ [Vetting and Barring Information](#)
- ▶ [Vetting and Barring Flyer](#)

## 7. Expenses

*AngOrg* recognises that paying out-of-pocket expenses incurred while volunteering is a matter of Equal Opportunity; being on a low-income should not prevent someone from volunteering. Staff are expected to make sure the costs of volunteer expenses are included at the planning stages of any new project or funding application.

All volunteers will have their travel and other agreed expenses reimbursed. Volunteers helping for more than four hours per day will be able to claim expenses for lunch. Further details on how to claim are included in the Volunteers Handbook.

Volunteering is an unpaid activity done for reasons other than financial gain; therefore only receipted amounts can and should be reimbursed. People receiving benefits are required to let the JobCentre know if they are volunteering, this should not affect their income so long as they receive only actual expenses. *AnyOrg* will make sure volunteers are aware of this requirement and are happy to provide further information about their volunteering if required by the JobCentre.

- ▶ [Expenses claim form](#)
- ▶ [JobCentre Plus Leaflet on Volunteering](#)
- ▶ [Letter to benefits office letting them you are volunteering](#)

## 8. Induction, Training and Development

All volunteers will receive an induction into *AnyOrg* and their own area of work. The Volunteer Coordinator and the Line Manager are jointly responsible for the induction. The Volunteer Coordinator will cover the general areas relating to *AnyOrg* and the Volunteer Programme while the Line Manager will cover the role specific elements of the indication.

Training will be provided as appropriate and relevant to the role they have taken. It will be explained to the volunteer in advance which training is compulsory for them to volunteer with us, for instance all volunteers working with children will complete Child Protection training. Any essential training will be identified when the Role Description is first drawn up.

Volunteers will be provided with the equipment, information and access required to complete their tasks.

- ▶ [Induction Checklist](#)

## 9. Support and Supervision

All volunteers will have a named person as their main contact, this will normally be their Line Manager, but the Volunteer Co-ordinator will also be available as a second point of contact.

Volunteers will be provided with regular supervision to feed back on progress, discuss future development and air any problems. The frequency and format of this supervision may vary depending on the role, the individual volunteer and *AnyOrg's* current resources of the organisation. This will be agreed between the Line Manager and volunteer as part of the induction process.

*AngOrg* aims to accommodate all people as volunteers, including those with additional needs. We will endeavour to make the necessary adaptations to enable people to volunteer with us.

- ▶ [Supported Volunteering Network](#)

## 10. Involving Volunteers

Volunteers are encouraged to express their views about matters concerning the organisation and that staff will listen to these views and make changes as appropriate. There will be an annual survey of volunteer satisfaction to enable us to monitor and improve the volunteer programme and collect any ideas volunteers have. This will be carried out by the Volunteer Coordinator.

*AngOrg* recognises that good communication is the key to a successful volunteering programme and that information must flow two ways. Those staff who line manage volunteer are responsible for ensuring information about changes and developments are communicated swiftly to volunteers, using the most appropriate method.

## 11. Problem solving

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers. A copy of the procedure is included in the Volunteers Handbook.

- ▶ [Problem Solving Procedure](#)

## 12. Volunteering Coming to an End

*AngOrg* recognises that for many people volunteering is a short term activity, and that even those people able to commit for a longer time will eventually leave. There are many reasons for volunteering to come to an end however we aim to ensure that one of these is not poor support from *AnyOrg*, therefore we will always seek to find out why a volunteer is leaving and to learn from their experience with us.

Anyone who has volunteered for over 3 months or 200 hours will be entitled to a reference; this would normally be provided by their Line Manager who has worked with them most closely.

- ▶ Farewell Letter & Exit Questionnaire

## 13. Other Policies and Procedures volunteers need to aware of:

- ▶ [Confidentiality Policy](#)
- ▶ Data Protection Policy
- ▶ Child Protection Policy
- ▶ Safeguarding of Vulnerable Adults