**Volunteering Policy**

**Last Reviewed: DATE**

**Mission Statement**

“XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX”.

In line with this mission statement, ORG NAME is committed to involving volunteers directly within the organisation to:

* Contribute to the delivery of our services to ensure they are responsive to the needs of our users
* Provide new skills and perspectives
* Offer opportunities for participation by people who might otherwise face barriers to involvement
* Add addition points as required

**Principles**

ORG NAME volunteering policy is guided by the following principles:

* Voluntary work brings benefits to volunteers, service users, ORG NAME and the wider community
* Barriers to volunteer involvement exist and we will strive to bridge the opportunity gap
* We will not introduce volunteers to replace paid staff
* Involvement of volunteers requires effective management with designated responsibility within specific posts
* We will ensure that this volunteer policy is adopted throughout ORG NAME and informs & supports other policies
* A senior member of staff will be identified to guide and monitor the implementation and ongoing review of this policy and will ensure that:
* Staff work positively in partnership with volunteers and involve them in appropriate volunteering roles which contribute to the work of the organisation
* Volunteers are provided with satisfying roles, training to carry them out effectively and opportunities for personal development

**Practice Guidelines**

The following guidelines apply to practical involvement of volunteers directly engaged within ORG NAME and the projects we run. Members of the Board of Trustees are not included in these guidelines as their role and responsibilities are covered by a separate induction pack and handbook.

**Recruitment**

* Recruitment of volunteers will generally be from all sections of the community, and will be in line with ORG NAME Core Values however positive action in recruitment may be used where appropriate
* People interested in becoming volunteers with ORG NAME will be invited for an informal interview with the appropriate contact person. All volunteers will be asked to complete a simple Application Form and to supply two written references where required
* Potential volunteers who apply for an opportunity involving access to children or adults at risk will undergo a PVG Check, in line with ORG NAME Child Protection and Vulnerable Adult’s Policy, before being considered. Where necessary they will also be asked to complete a Self- Disclosure of criminal conviction. A previous conviction will not necessarily be a barrier to volunteering and this information will be dealt with in the strictest confidence

**Volunteer Agreements**

Each volunteer will be given a role description and a Volunteer Agreement containing information about their chosen area of work and a clear idea of their responsibilities and ORG NAME responsibilities to them. Each volunteer will also receive a Volunteer Handbook/ Training Manualcontaining all relevant policies detailed in the Volunteering Policy.

**Induction and Training**

All volunteers will receive an induction into ORG NAME and training will be provided for their role as appropriate. Opportunities to participate in further relevant training will also be available to volunteers.

**Support and Supervision**

All volunteers will have a named person as their volunteer manager who will provide regular support and feedback on progress and discuss future development. Volunteers who are under 18 years of age or who are classed as an adult at risk will be supervised in their role by a responsible person who has undergone an appropriate level PVG Check.

**The Volunteer’s Voice**

Volunteers are encouraged to express their views about matters concerning ORG NAME and its work through the support and supervision system. Volunteers will be consulted on issues and decisions that affect them in their contribution to ORG NAME and our relationship with volunteers will be one of mutual responsibility and commitment.

**Expenses**

All volunteers will have their travel and other out-of-pocket expenses reimbursed. Their named volunteer manager will provide clear information regarding appropriate expenses and how to make a claim with details included in the Volunteer Handbook.

**Insurance**

All volunteers are covered by ORG NAME insurance policy whilst they are on the premises or engaged in any work on ORG NAME behalf. Volunteers who use their own car as part of their volunteering role **must** notify their insurance company in writing. A sample letter for volunteers to send their insurance company is available from Voluntary Action.

**Health and Safety**

Volunteers are covered by ORG NAME Health and Safety Policy a copy of which is issued to every volunteer in the Volunteer Handbook.

**Equal Opportunities**

ORG NAME operates an Equal Opportunities policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

**Confidentiality**

Volunteers will be bound by the same requirements for confidentiality as paid staff and will be expected to have an understanding of and a commitment to this policy.

**Problem Solving**

Where an issue of concern to the volunteer or the volunteer manager arises, they should work together to resolve the situation and explore support options including : increased supervision, training, shadowing etc. If the issue is not resolved, the volunteer should be supported to find another role within ORG NAME or externally. A copy of our Customer Charter and Complaints Procedure is included in the Volunteer Handbook.