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1. GENERAL

(*Org name*)'s own mission statement expresses its support and commitment to volunteering.

Mission Statement of (insert org name here)

(*insert org name here*) aims to by:

- ..
- ..
- ..

(*org name*) recognises the significant contribution that volunteers can make in helping achieve this mission by (*below is just an example*):

- bringing diversity of experience, expertise, and community perspectives to the (*insert org name here*).
- helping to extend and enhance the services offered to users of the (*insert org name here*).
- helping to promote good practice in working with volunteers.

Objectives of the Policy

- Giving their time freely to (*org name*), volunteers have the right to be recognised for the work that they do, and to be involved in the organisation's activities, as appropriate.
- We hope that by means of this policy all volunteers working with (*org name*) will feel that their needs are fully considered and they will be treated professionally, equally and fairly.

Equal Opportunities

(*insert org name here*)

- recognises and values the racial and cultural diversity of the area in which it works
- aims to promote equality of opportunity for those who use its services
- will not discriminate on the grounds of race, gender, sexuality, disability, age or faith.

We recognise that there are a number of groups of people who, despite wanting to volunteer, are faced with obstacles to volunteering e.g. volunteers with extra support needs. (*org name*) will endeavour to find ways of overcoming as many of these obstacles as it can, so that these groups can be involved.

A copy of (*org name*)'s Equal Opportunities Policy can be found in the Policies and Procedures manual. Volunteers will be expected to have an understanding of, and commitment to, this policy.

2. ROLES AND OPPORTUNITIES IN *(INSERT ORG NAME HERE)*

Who can volunteer in *(insert org name here)*?

- Specific opportunities will arise during, and will contribute to, the growth and development of the service
- *(org name)* will draw up clear Role Descriptions relating to these opportunities and a fair recruitment and selection process will be followed (see below)
- Volunteers will be involved on the understanding that their work is undertaken freely with no concern for financial gain

Staff and Volunteers

The *(insert org name here)* believes that volunteering should enhance and extend the work of staff, not replace them.

(org name) will

- treat volunteers with the same respect and fairness as staff
- aim to fully include volunteers in the organisation by inviting them to take part in *(insert org name here)* team consultations, meetings etc.
- review the staffing and volunteer structure on a regular basis in order to maintain an efficient quality service.

Professional & Technical Skills

The *(insert org name here)* recognises that certain roles may require professional or technical qualifications for the purpose of both insurance and quality assurance. Volunteers will only be placed in such roles if they have an appropriate qualification and/or the required experience or expertise.

Official Checks on Volunteers

(insert org name here) volunteers will not be working with children or vulnerable adults. According to Government Guidelines, and volunteering good practice, as specified by the national body, Volunteering England, volunteers who are not working with vulnerable people do not need to have a Criminal Records Bureau check. According to Volunteering England, to carry out such a check could be seen as a breach of the volunteer's civil liberties. *(This statement should be reversed if volunteers are expected to work with children or vulnerable adults)*

3. RECRUITMENT AND SELECTION

Application procedure

The following procedure is designed to ensure a suitable match between the *(insert org name here)* and its volunteers.

- The (*insert org name here*) will provide potential volunteers with clear information about the organisation and volunteering opportunities
- Potential volunteers will be required to complete a (*insert org name here*) registration/application form
- This information (needs, aims, motivation, existing skills and experience), will be recorded in a consistent manner.
- Support with the application process will be given, if required.
- Potential volunteers will receive a response to their enquiry about volunteering within a week/fortnight.

Interviews

- Within two weeks of the volunteer's initial enquiry, potential volunteers will be given an informal interview by a member of staff to find out what they would like to do, their skills, suitability and how best their skills and experience can be utilised
- Any potential volunteer turned down by the (*insert org name here*) subsequent to an interview will receive a letter within a week of the interview, giving the reasons for this.

References

- Potential volunteers will be asked to supply contact details of two people whom the (*insert org name here*) can approach for references.
- If possible the referees will have known the potential volunteer for at least six months and can comment on the potential volunteer's suitability for the role to be fulfilled. For example, the referee could be a friend, current or past employer, or an organisation that has involved the person as a volunteer.
- The procedures for taking up references will be uniform for all prospective volunteers applying for a particular role.

Trial Period

There will be a trial period of [...] weeks/months to give both the (*insert org name here*) and the volunteer time to see how things are working out and whether this is a suitable placement for the volunteer. If not, then (*org name*) will consider with the volunteer what changes could be negotiated.

Role Description

- All (*insert org name here*) tasks should be meaningful and worthwhile
- Each role will be fully detailed within a Role Description, which will also set out clear criteria in terms of skills and abilities needed. Based on these, (*org name*) will assess a volunteer's suitability for the role (See Appendix 1)
- The Role Description is agreed with the volunteer before commencement of the placement

Volunteer Agreement

- Volunteers will be asked to read (**but not sign**) a Volunteer Agreement establishing (a) what voluntary work they agree to do for the (*insert org name here*) and (b) what the (*insert org name here*)'s responsibilities are towards them
- The document in no way implies a real or perceived binding contract of employment (See Appendix 2).

Commencement of Voluntary Work

When it has been agreed by the volunteer and the (*insert org name here*) that the volunteer will commence voluntary work, a mutually agreed commencement date will be set as soon as possible.

Convictions/ Cautions

All potential volunteers will be asked to disclose any convictions, cautions or bind-overs that they have received. We do not expect them to reveal any "spent" convictions. If any convictions, cautions or bind-overs that they reveal are in conflict with their volunteer role (e.g. a volunteer who had had a conviction for fraud and wants to do finance work), we would not take the volunteer on in this role.

Volunteering and State Benefits

If claiming benefit volunteers are routinely advised by the Volunteer Centre to inform the Benefits Agency that they are doing voluntary work. The decision whether or not to do this lies entirely with the volunteer.

Volunteering will not affect your benefits and there is no limit to the amount of time you can spend volunteering while you claim benefits. However, if you are on Job Seeker's Allowance you must be available to attend an interview within 48 hours of being asked and to start work within a week of being offered a job. If you have any questions about benefits and volunteering, please feel free to speak with a member of staff in the Volunteer Centre or alternatively you could download a guide to 'Volunteering While on Benefits' from <http://www.dwp.gov.uk/docs/dwp1023.pdf>

4. INDUCTION AND INVOLVEMENT OF NEW VOLUNTEERS

Induction

Volunteers will receive a full induction to their work for the (*insert org name here*). This will include a tour of the building/premises (*if applicable*) and introductions to:

- all (*org name*) staff and volunteers
- the systems and working of the organisation
- the (*insert org name here*)'s key policies (which they will be asked to read)
- the IT system and how to use it (*if applicable*)
- the key tasks that they will be expected to undertake (See Appendix 3)
- *whatever else is applicable to the organisation*

Volunteers will be encouraged to commence their assigned tasks as soon as is reasonably possible.

Volunteer Induction Pack

Volunteers receive a copy of the Volunteer Induction Pack, which gives details about the (*insert org name here*) and guidelines about volunteering (*which may include this "Volunteer Policy" document*).

Training

Full training is provided for volunteers to enable them to carry out their roles effectively. Thereafter volunteers have individual on-going support and regular supervision/reviews by a designated member of staff. Where appropriate, volunteers can undertake external training to help them with their work.

The Volunteer's Voice

- Volunteers are actively encouraged to express their views about matters concerning the (*insert org name here*) and its work through team meetings, as well as through more informal channels.
- (*org name*) believes that (a) volunteers may have a more independent viewpoint than staff and may more accurately reflect the local community in terms of race, ethnicity, age etc, (b) the service will benefit from as diverse a range of viewpoints representative of the local community as possible.

Social Events

Volunteers will be invited to all (*insert org name here*) social events.

Record Keeping

- *(org name)* will keep a record of the hours completed by the volunteer working with the organisation for statistical purposes.
- We recommend that volunteers also keep a record of their volunteering hours and tasks. This work file will be useful (a) to volunteers completing job applications and (b) to *(org name)* when asked to write references

Information about team changes

- The *(insert org name here)* will inform all staff and existing volunteers of the appointment of a new volunteer, prior to their first day in role (e.g. by email, team meeting or notice board)
- A copy of the Organisational Structure, showing details of current staff and volunteers and their roles within the organisation, will be given to new volunteers.

5. SUPPORT, SUPERVISION AND EXPECTATIONS

Support and Supervision

- The *(insert org name here)* aims to support its volunteers to enable them to carry out their tasks to the best of their ability.
- Volunteers, are entitled to regular 1-2-1 support meetings from a named person to whom they are accountable.
- Support meetings is time spent with the volunteer's supervisor to review tasks past and future, taking into account the volunteer's aspirations and development needs, and work required to be done by the *(insert org name here)*.
- Sessions are carried out in a supportive and encouraging environment and are held on a regular basis, according to how much time is spent volunteering.

Supervision is time spent with the volunteer's supervisor to review tasks done and look at tasks that are to be done, in view of the volunteer's aspirations and development needs, and work required to be done by the *(insert org name here)*. Sessions are carried out in a supportive and encouraging environment and are held on a regular basis, according to how much time is spent volunteering.

Communication

- Mindful of the value and significance placed upon volunteers, their work and involvement, the *(insert org name here)* will (a) keep volunteers informed about the activities of the organisation (b) facilitate volunteers' input and comments.
- Volunteers will be invited to attend team meetings relating to the *(insert org name here)*. If they cannot attend, but wish to bring something to the attention of the meeting, they should discuss this issue with their supervisor who will, if appropriate, present it on their behalf.

Absence/Illness

- Given that (*org name*) acknowledges volunteers' valued role within the organisation, they are relied upon by staff to fulfil their agreed tasks at stated times.
- Volunteers, therefore, will be expected to inform their supervisor as soon as possible if they are unable to turn up or know they are going to be late.
- (*org name*) would also appreciate advance notice in respect of holidays and days off.
- Continued inability to attend or contact the (*insert org name here*) to explain an absence may result in a review of the volunteer's placement at the (*insert org name here*).

6. OFFICE PROTOCOL

Copyright

- Any work produced in the course of volunteering at the (*insert org name here*) is copyrighted to (*org name*) and not to the volunteer. The volunteer can, however, have copies of the work they produce to use for their own purposes, but the work itself belongs to (*org name*).
- When a volunteer commences work with (*insert org name here*) He/She will be asked to sign a disclaimer form to this effect (See Appendix 4).

Representing (*insert org name here*)

- Where volunteers are representing the (*insert org name here*) at a meeting or an external event they must behave in a manner which will not jeopardise the (*insert org name here*)'s professional reputation.
- Volunteers are not authorised to speak formally on behalf of (*org name*) or to the press, the voluntary sector or other interested parties (See the [*insert org name here*] Communications and Style for more details).

Gifts

The acceptance of gifts from our service users is not encouraged. Where refusal might cause offence it is important that (a) a gift be accepted by volunteers as representatives of *(insert org name here)* and not as individuals (b) they are not seen as placing either the volunteer or the service under any kind of obligation. All gifts need to be logged with *(insert org name here)* Manager.

Child Care

The working conditions in *(insert org name here)*'s premises are not suitable for children and we cannot maintain adequate insurance protection to cover the kind of accidents that may arise from having children on site. *(Please add anything else that may be relevant e.g. if your organisation does have facilities for childcare)*

Personal Use of *(insert org name here)* Equipment *(replace items below with the whatever equipment the volunteer is likely to use in their role)*

- **Computers**

If volunteers wish to use *(insert org name here)* computers for job search activities or other personal usage this must be negotiated with their supervisor.

- **Telephones**

If volunteers need to make urgent local telephone calls whilst at the office they can do so. The making of long or numerous personal telephone calls is not allowed. Permission must be sought for personal calls out of the London area and these must be paid for.

- **Photocopier**

Occasional personal photocopying is at the discretion of a volunteer's supervisor.

7. PROBLEM SOLVING

General

Though we always aim to provide services in an accessible and professional manner, *(org name)* has a Complaints Procedure that gives staff and volunteers the opportunity to express any concerns they may have and to provide us with feedback to improve our services.

(insert org name here) Staff

If a volunteer has a complaint about a *(insert org name here)* staff member that they feel cannot be resolved informally then there is a Grievance Procedure for formal complaints (See [*org name*] Policies and Procedures Manual)

Volunteers

If a volunteer has a complaint about another volunteer that they feel cannot be resolved informally then they should follow the same procedure as above.

Addressing Inappropriate Behavior

The relationship between the organisation and its volunteers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service. If your role as a volunteer does not meet with the organisation's standards, here is how it will be dealt with, wherever possible this includes a sequence of verbal and written warnings

They can expect, as part of this process:

- Supportive and constructive criticism
- Clear details of inappropriate or unsatisfactory performance or behaviour
- Suggestions regarding what and how to improve; and an agreed period of time to demonstrate improvement after each stage, unless their behaviour warrants immediate dismissal (see below).

Volunteers may be asked to leave without warning if we believe that there is sufficient cause, i.e. where behaviour is too inappropriate, harmful or dangerous for the volunteer to continue to work with us. In such cases we reserve the right to request a volunteer to leave immediately. Examples of this include:

- a breach of confidentiality
- acts that bring the (*insert org name here*) into disrepute
- acts that contravene (*org name*)'s Health and Safety Policy
- any verbal or physical act that contravenes (*org name*)'s Equal Opportunities Policy
- false declarations of any kind made in relation to securing your placement at (*org name*)
- physical and/or verbal abuse of service users or co-workers.

This is not an exhaustive list but it gives an idea of the kinds of behaviour that we would find unacceptable. Any volunteer who has been dismissed and who feels that s/he has been unfairly treated has a time-limited right to appeal to the Board of Trustees/Management Committee.

8. LEAVING PROCEDURE

General

(*insert org name here*) staff are aware that volunteers will leave at some point, and we do not expect them to volunteer with the (*insert org name here*) indefinitely. We appreciate that they will want to move on and we encourage them to be open about their reasons for volunteering when they start working with us and for how long they might want to do voluntary work.

Notice

Ideally we would like the volunteer to inform us of any change in circumstance at the earliest. A minimum of a week's notice is essential. Volunteers are a valued part of the (*insert org name here*) Team and if a volunteer leaves we need to find another volunteer to replace them and this takes time.

Exit Interview

- All volunteers who leave their voluntary work at the (*insert org name here*) will have an “exit interview” with their supervisor, preferably on their last working day.
- The purpose of this interview, intended to be a positive experience, is
 - for the supervisor to get feedback from the volunteer about their volunteering experience to help (*org name*) improve conditions for volunteers, if necessary
 - to help the volunteer assess what they have learned from their volunteering experience, and consolidate any information they might need for the purposes of future references (e.g. how many hours they have worked)
 - The “exit interview” will include the following type of questions:-
 - What have you achieved?
 - What have you enjoyed most about your volunteering experience?
 - What have you enjoyed least?
 - What has been most challenging about the work?
 - What have been the challenges of working at the (*insert org name here*) and with this team of people?
 - How have you adapted to these challenges?

References

The (*insert org name here*) will provide references for volunteers if they have completed 4 or more months' volunteer work and the references will be provided for up to a year after they have ceased to volunteer for us.

Future Assistance

If a volunteer is leaving because their role at the (*insert org name here*) has come to an end, the (*insert org name here*) will assist them in finding suitable alternative voluntary work, if desired/feasible (e.g. they may be encouraged to contact Barnet Volunteer Service).

9. OTHER POLICIES

Expenses

The (*insert org name here*) reimburses travel expenses for volunteers, oyster fare for bus, tube, or petrol by mileage if using their own vehicle, for travel within the Borough of Barnet for the purpose of their voluntary role with (*insert org name here*). Receipts must be provided for all expenses claims and Volunteers need to have worked at least 2 hours or more during one day in order to claim travel expenses. If a volunteer, volunteers for 4 hours or more during one day they may claim lunch expenses of up to **X Amount** on production of receipts. (*Organisations could cap the amount. The minimum amount recommended to offer towards lunch is £4.50*) Expenses should be claimed monthly and all claims must be made within 3 months of the expenses being incurred.

Insurance

Volunteers are covered by (*org name*)'s insurance policy whilst they are on the premises or engaged in work on (*insert org name here*)'s behalf.

Health and Safety

Volunteers are covered by (*org name*)'s Health and Safety Policy. A copy of the policy is in the Policies and Procedures Manual in (*insert exact place*). (*org name*) takes matters related to health and safety very seriously and health and safety issues will be fully covered as part of the volunteer's induction.

Confidentiality

- Volunteers are bound by the same confidentiality requirements as staff, which is that they must ensure that information about people who register and any personal information about service-users is accessible only to staff and volunteers who need it.
- People using the (*insert org name here*) may be asked to give their ethnicity and other such information for equal opportunities monitoring purposes. This information should not be traceable back to individuals.
- A copy of the full Confidentiality Policy is in the Policies and Procedures manual in the (*insert exact place*).

Data Protection

As the information that we hold (*insert what is applicable e.g. service-users*) is entered onto a database it is subject to the Data Protection Act. Our service users have the right to see their records. We ask that they give us two days notice so that we can ensure that their files are accessible. (See the Data Protection section of the [*insert org name here*] Confidentiality Policy for more details).

This Volunteer Policy is one of a number of policies adopted by (insert org name here) to promote good practice. Volunteers are expected to adhere to the organisation's policies.

10. MONITORING OF THE VOLUNTEER POLICY

It is important that this policy remains a live document that is continually monitored and updated as necessary. (*insert org name here*) therefore, aims to review the policy annually and make any changes that are deemed necessary.

Date:

(insert org name here) Volunteer Role Description

Hours:

Venue:

Role Description:

- To work an agreed number of hours per week as
- ..

Skills and Experience Required

- ..
- ..
- ..

(insert org name here) will provide:

- **Training** ..
- **Expenses** Reimbursement of travel expenses within our guidelines
- **Support** Supervision will be provided by the volunteer's supervisor
- **References** As requested

(insert org name here) Volunteer Agreement

Please note that this is not a contract of employment and this Agreement is not legally binding to either party. It is simply a means of highlighting our commitment to providing a rewarding and productive volunteering experience of mutual benefit to both organisation and volunteer; and clarifying what that means to both parties.

(insert org name here) agrees:

1. To clearly define and agree a voluntary role within this organisation with you.
2. To provide the induction, information and training you need in order to undertake that role with confidence.
3. To provide support and supervision, and to feed back to you on your performance and support your development in the post.
4. To respect your skills and abilities and properly appreciate the contribution you are making to this organisation.
5. To ensure that you are reimbursed for expenses, as agreed.
6. To provide an accessible Complaints/Grievance policy and procedure.
7. To provide references, where requested, and support with job skills search where appropriate.

The Volunteer agrees:

1. To work within the ethos and guidelines of the *(insert org name here)*
2. To perform your duties, as a volunteer and as agreed, to the best of your ability and with a sense of commitment.
3. To work to the policies and procedures of the *(insert org name here)*, in accordance with our Volunteer Guidelines.

Date

(insert org name here) Induction

Name:

Supervisor:

Activity	Completed by	Activity Completed – initial of worker
Introduction		
TO BE CARRIED OUT BY THE SUPERVISOR		
Go through role title and description		
Organisational Chart		
(org name) Board of Trustees and their roles		
Go through and sign Volunteer Agreement		
Introduce the Volunteer (org name) to the rest of the staff		
Supervision arrangements		
Lunch (if applicable)		
Introduce key policies (e.g. equal opportunities & confidentiality)		
Introduce Declaration form for waiver of copyright		
Tour of office/premises		
Layout place of work/activity		
Kitchen and facilities		
Their working space		
TO BE CARRIED OUT BY (org name & relevant member of staff)		
Health and Safety Procedures		
Health & Safety Policy		
Accident Procedures		
First Aid		
Fire Drill		
Bomb threat drill?		
Internal Systems		
In/out board, messages		
Photocopier		
Telephone system training		
Post		
TO BE CARRIED OUT BY THE SUPERVISOR		

Operational information		
Claiming expenses		
Training as appropriate to role		
Insurance – volunteers informed about what they need to do to remain covered by insurance		
Boundaries – volunteers informed about their boundaries to their work and that they can refuse unreasonable demands made upon them		
Work load		
Discuss, ensuring they have tasks they can start immediately		
Understanding of what is expected from them regarding work		
Policies		
Go through IT policy and ask them to sign it (<i>if applicable</i>)		
Go through Confidentiality & Equal Opportunities policies		
Go through Declaration form for waiver of copyright & ask for signature (<i>if applicable</i>)		
Ongoing		
Continually ensure that volunteer is being introduced to all staff and other volunteers		

(INSERT ORG NAME HERE)

Volunteer Work Copyright Disclaimer Form

I confirm that I understand that any work I produce in the course of my voluntary work at (*insert org name here*) is copyrighted to (*org name*) and not to myself. I am aware that I can have copies of the work that I produce to keep for my own purposes but I accept that the work belongs to (*org name*).

Signed.....(Volunteer)

Signed.....(for [insert org name here])

Date