

Volunteer policy template

Aims and Principles

Create a short statement that summarises

- Why the organisation wants to involve volunteers
- How volunteers will contribute to the organisation
- How volunteers will be valued

Statement of intent

Complete this section by stating the commitment the organisation will make to volunteers in relation to

- Clear information about the organisation and their role within it
- A safe working environment
- How paid staff will relate to volunteers
- Rewarding opportunities
- Support and encouragement
- Other commitments

Recruitment and selection

In this section describe the recruitment and selection process. Identify

- Whether the process will be formal or informal
- When and where posts will be advertised
- When an application form and interview will be used
- The circumstances in which references would be sought
- The role of the Equal Opportunities and Diversity Policy
- Any other activity

Security and screening

State clearly in this section how the organisation will reduce the risk of involving volunteers who are unsuitable to work with vulnerable young people. Outline

- The circumstances in which volunteers would be screened

- Identify the situations when individuals with Section 4 offences would be excluded from volunteering
- How volunteers from overseas, including refugees and asylum seekers, would be checked
- At what stage in the application process disclosures, when necessary, would be sought
- When the applicant would be informed of the need for a disclosure
- How the information in the disclosure would be interpreted
- The process to be adopted to comply with the Human Rights Act and the Data Protection Act, i.e. how the data would be stored, who would see it, and when it would be destroyed
- Additional activity to be undertaken to reduce risk

Induction and training

Complete this section by setting out the organisations commitment to induction and training and how these would be welcoming, comprehensive, clarify working practices and routines, and ensure volunteers are able to work safely and effectively.

Support and supervision

Here state

- The main point of contact for volunteers
- The process of support and supervision
- The procedures to be adopted when volunteers are provided by a VCS organisation or other organisation
- Other comments

Expenses

State here the organisation's commitment to reimbursing volunteer expenses and clarify

- The items that can be claimed for
- Any limit on the amount per item
- When expenses can be claimed
- Any other information needed

Health and Safety

Complete this section by stating how the organisation will undertake its duty of care to volunteers with reference to Section 3 of the Health and Safety at Work Act 1974, and the Management of Health and safety at Work Regulations 1999. Clear links would be made to the organisation's overall Health and Safety Policy.

Insurance

Create a statement that makes clear

- How volunteers would be covered by insurance
- When volunteers would not covered
- The circumstances when volunteers would be responsible for their own insurance
- The procedures to be adopted when volunteers are provided by a VCS organisation or other partner
- How the volunteer would be made aware of this information

Equal opportunities and diversity

In this section outline

- How the organisation's Equal Opportunity and Diversity Policy applies to the recruitment and management of volunteers
- The policies and practices required of any VCS organisation, or other partner, providing the organisation with volunteers.

Confidentiality

Here state

- Which rules on confidentiality and procedures volunteers must follow
- The process for working with volunteers from VCS organisations, and partners, where these rules may be different
- How volunteers will have a right of access to their personal records
- Additional activity to be undertaken

Resolving problems

Clearly state the process for dealing with problems and complaints raised by, or about, volunteers by outlining

- With whom, and in what circumstances, the concern should first be raised
- The process for reaching agreement
- What to do if the issue is unresolved.

This policy should be separate from that of paid staff so there is no risk of the arrangements with the volunteer being seen as contractual.

Policy review

State when and how the policy would be reviewed.