

VOLUNTEER POLICY (Template)



Organisation* - Volunteering Policy

**insert name of your organisation*

Throughout the policy, insert your organisation's name in place of "organisation".

1 Introduction

This policy applies to individuals who choose to volunteer with the **Organisation**. Its purpose is to outline how volunteers will be treated within the organisation and to clarify what they can expect when they join.

It explains what is meant by a volunteer and sets out how the **Organisation** recruits, manages, and supports volunteers. A copy of this policy will be provided to every volunteer during induction and will be available to anyone involved in supporting or managing volunteers.

This document should be read alongside other volunteer policies, which are available ____ and can also be requested ____ **Identify where volunteers can access policies and who they can contact to request appropriate support.**

2 Vision

Enter the vision (and/or mission) of your organisation here.

3 Definition of Volunteering

The Scottish Government definition is "Volunteering is a choice. A choice to give time or energy, a choice undertaken of one's own free will and a choice not motivated for financial gain or for a wage or salary."

Organisation volunteers will be valued members of the team who will add value to the services delivered by paid staff.

4 Expectations of Volunteers

Volunteers will be positive advocates for the **Organisation's** vision and values.

Organisation volunteers will be expected to provide high standards of efficiency, reliability and effectiveness. Expectations of individual roles will be detailed in the **organisation's** volunteer role descriptions.

Add your specific expectations.

5 Recruitment and Selection

Organisation is committed to equal opportunities and believes that volunteering should be accessible to everyone.

Volunteers will be recruited in various ways including, but not exclusive to, the **organisation's** website, local third sector interface, or through local communities with specific interests.

All volunteers will be recruited because they have the relevant skills and attitudes to undertake the volunteering role and to represent the **Organisation**.

Each volunteering role will have a defined role description outlining the agreed tasks, commitment, and line management.

Prospective volunteers will be required to complete a volunteer registration form. Where applicable, references will be requested, and a disclosure check or membership of the Protecting Vulnerable Groups scheme (PVG) may be required.

All prospective volunteers will be interviewed by the **Organisation** and will be recruited in line with the **Organisation's** recruitment policy*. **insert name of appropriate policy*

On selection, a volunteer will be issued with a volunteer agreement to sign. The agreement will provide information on the expectations of **organisation** and the support which the volunteer can expect.

Add an explanation for your Organisation's recruitment and selection process where appropriate.

6 Training and Development

All volunteers will receive induction training at the start of their volunteering role. The induction will include, but is not exhaustive of:

- The role, aim, and objectives of the **Organisation**
- Health and safety information
- Attendance procedures
- Communications
- The volunteer team and their role within it
- Volunteer management procedures
- Other relevant information and legislation as required.

To undertake the volunteering role, additional role-specific training may be provided, including, but not exclusive to, customer service, presentation skills, food hygiene, etc. **insert any training relevant to your organisation in this line; if no additional training is offered this paragraph may be deleted.*

Volunteers will be expected to participate in training and/or events relevant to their role. **Organisation** will ensure that training opportunities/events are advised with adequate notice and take volunteers' availability into consideration.

7 Supervision and Support

Each volunteer will be allocated a line manager, who will be their main contact during their volunteering. (The line manager may be another volunteer or a member of **organisation's** staff).

Organisation values volunteering and will encourage volunteers to develop and enhance their skills.

Volunteers are entitled to receive feedback on their performance and staff involved in supervising volunteers will carry out appropriate reviews with volunteers during which any training needs will be identified.

8 Volunteer Staff Relationships

Organisation promotes a positive culture of volunteering and values the contribution made by volunteers to its work.

Volunteers will be treated fairly and consistently and considered part of the **organisation's** team.

Staff who work with volunteers will be provided with guidance and training on volunteer management.

Staff managing volunteers will have regular communication with volunteers and keep them up to date with the work of **Organisation**.

9 Bullying and Harassment

Organisation believes everyone should be treated with dignity and respect and should not suffer bullying, harassment or any form of discrimination. All volunteers should refer to the **Organisation's** Harassment and Bullying Policy*. **insert appropriate policy name here*

Any volunteer engaging in bullying or harassment will have their volunteer agreement terminated.

10 Young Volunteers (under 25years)

Where appropriate **Organisation** will support young volunteers (25 years of age and under) undertaking volunteering as part of an award scheme, including, but not exclusive to, the Saltire Awards and Duke of Edinburgh. **delete if not appropriate*

11 Confidentiality

During volunteering, a volunteer may be party to personal or confidential information relating to staff, volunteers, customers, or **Organisation**. Items of this nature should be kept confidential and not communicated outside of **Organisation**.

Volunteers should adhere to the **Organisation's** Confidentiality Policy*. **insert appropriate policy name here*

Breach of confidentiality will result in the volunteer agreement being terminated.

12 Data Protection

Organisation will hold essential contact information on volunteers relevant to their volunteering roles. All information held will be treated in line with appropriate data protection legislation and conform to the **Organisation's** Data Protection Policy*. Volunteer records will be stored securely, and access will be limited to appropriate staff and volunteers only. **insert appropriate policy title here*

Where volunteers encounter personal information during their volunteering this information must be treated as per the **Organisation's** Data Protection Policy*. Any breach of data protection must be notified to the **Data Protection Officer*** immediately. **insert job title of the member of staff responsible for data protection*

13 Health and Safety

Organisation aims to provide a safe and healthy working environment for all volunteers and staff and has a duty to protect them from risks to their health and safety. Volunteers will be provided with a safety brief appropriate to their role. Volunteers have a statutory duty to co-operate with **Organisation** on the implementation of health

and safety and adhere to the Health and Safety Policy*. All volunteer roles will be appropriately risk assessed before the recruitment of role holders. **insert appropriate policy name here*

Volunteers should carry out their roles without risk to themselves or others. Where a volunteer identifies a risk, this should be reported to their line manager.

If necessary, appropriate personal protective equipment will be provided for the volunteering role.

If a volunteer is involved in an accident, incident or “near miss” their line manager must be informed immediately, and the **Organisation’s** accident procedure implemented.

14 Insurance

Once an individual has been accepted as a volunteer, received a role description and signed a volunteer agreement, they will be covered by the **Organisation’s** insurance.

Organisation has *insert type of* insurance in place which covers its people, including volunteers, whilst they are engaged in voluntary work or associated activities connected with the **Organisation**.

15 Equality and Diversity

Organisation is an equal opportunities employer. The Equal Opportunities Policy* covers both volunteers and staff. **insert appropriate policy name*

16 Social Media

Any information or opinions shared by volunteers via social media should not damage the reputation of **Organisation** nor conflict with the guidelines in the Social Networking Policy*. **insert appropriate policy title*

17 Photography

The rights to any original photographs that volunteers take during their volunteering will belong to **Organisation** unless otherwise agreed.

Occasionally **Organisation** may use photographs of volunteers undertaking their roles for promotional purposes; however, these will only be used where individual volunteers have given their permission.

18 Expenses

Organisation will reimburse appropriate, prior-approved, out-of-pocket expenses as per the **Organisation’s** Expenses Policy*. All expenses will need to be claimed on an expense form with valid original receipts attached where necessary. **insert appropriate policy name*

Organisation will reimburse expenses via bank transfer*. **insert appropriate method of payment*

19 Driving

If a volunteer is required to drive **Organisation** vehicle during volunteering, they will be required to show a valid driving license to the **member of staff*** and complete a Driver Declaration Form. Volunteers will be covered by the **Organisation’s** vehicle insurance if authorised to drive a **Organisation** vehicle. **insert appropriate staff member’s job title*

Volunteers must notify their line manager, immediately, if they are involved in an accident whilst driving an **organisation's** vehicle.

If a volunteer uses their own vehicle, they should inform their own insurer that they commute from home to their place of volunteering or travel on **Organisation** business. If driving on **organisation** business the volunteer must show a valid driving licence and car insurance document to the **Organisation**.

If the Organisation has no vehicles belonging to them, the first 2 paragraphs should be removed.

20 Personal Belonging

Organisation accepts no liability for personal belongings damaged or lost on **Organisation's** property as personal belongings of staff and volunteers are not insured by the **Organisation**.

21 Managing difficult situations

Where a problem arises around a volunteering position, the **organisation** will use its **name of policy or procedure** to deal with the situation.

If a volunteer wishes to make a complaint, they should, in the first instance, inform their line manager. If the complaint is about their line manager, they should contact the **member of staff***. All complaints will be dealt with appropriately and sympathetically.

**insert job title of appropriate staff member*

If a complaint is made about a volunteer, the matter will be handled sensitively and dealt with timeously. The volunteer's point of view will be sought and included in any action that is taken.

Complaints will be handled in line with the problem-solving process.*

**insert appropriate policy or process name here*

22 Endings

A volunteer may end their volunteering at any time by informing their line manager either verbally or in writing. **Organisation** may end volunteering at any time by informing the volunteer in person and in writing.

A volunteer may be asked to complete an evaluation form at the end of their volunteering to provide feedback to the **Organisation**.

Policy date: xxxx

Policy review date: xxxxx

Policy owned by: xxxxx

This is an example of a volunteer policy. Organisations should tailor their policy to suit their organisation, volunteer roles, and procedures. Some areas of the policy will not be relevant to all organisations and some may require to be added depending on the nature of volunteering.