**Example Volunteer Policy**

1.1 Start with a statement as to why you involve volunteers and general points

Include things around or like:

* ‘Volunteers are individuals who are willing to give their time and service of their
* own free will for no financial gain’
* Their importance and a statement of commitment to them
* That volunteering is a two way exchange of skills
* You value the diversity of volunteers the experiences they bring and
* acknowledge that volunteers create a diverse and dynamic organisation etc.
* Volunteers will enhance services
* All volunteers will volunteer within the aims and objectives of your organisation

**Other statements:**

* Volunteers involved in set roles within the organisation
* it is also realised that volunteers may need skills to perform the role
* **‘X** is committed to providing good volunteer management to volunteers within the
* office and those who volunteer off-site’
* **‘X’** strives to improve and revise good practice in volunteer management
* Expenses incurred will be covered to the extent of **X** for travel and **X** for food cost

if the volunteering is longer than….

**Next it is good to break down the process of involving volunteers so you see clearly what is happening at each step.**

**Initial development of role**

Put things here about what happens when a new role is invented, who leads, how it

becomes accepted etc.

* How approved
* That a role description will be created
* How you know it’s a safe environment, who risk assesses it etc.

**Recruitment**

* How you will recruit
* Who assesses volunteers suitability
* Who interviews e.g. two people, volunteer coordinator and other?
* How recruit: application form?
* Do you have references/CRB? Is this the same for all roles?
* Something about recognising barriers to recruitment/volunteering and how they

are overcome?

* What happens if you get a bad reference? What is a bad reference?
* What if something comes back on a DBS Check? How will you deem someone to be unacceptable?

**1.2 Inducting and training**

* Volunteers get a named supervisor
* All volunteers get an induction covering: e.g., why volunteers involved, rights and responsibilities

**The induction will include:**

* Aims of organisation
* Why volunteers are involved
* Tour of the building
* Meeting staff and volunteers
* Overview of other services
* Discuss role description, including training
* Health and Safety awareness
* Understanding Equal Opportunities
* Fire Procedures
* First Aid/Accident Book
* Importance of confidentiality
* Informed of record keeping and access rights
* Any other appropriate policies and their location

**Support and supervision**

* Statement about the importance of support/supervision
* Each volunteer will have a named supervisor who will be responsible for the dayto-day management of the volunteer

Statement about regular nature of support/supervision and set some minimums

* Supervision will cover: how the volunteer is progressing with their role: if they
* need any additional support or training: how they are fitting into the
* staff/volunteer team: commitment and times of the volunteering: breaks from
* volunteering and any conflict encountered.
* When the named supervisor is absent a temporary supervisor will be assigned
* We appreciate that a volunteer’s situation may change or the volunteer may

become dissatisfied with the volunteer role they have agreed to. Volunteers are

* encouraged to discuss these issues with their supervisor
* What happens if the volunteer has a complaint?

**Termination of the volunteer role**

* What happens if a volunteer needs to be dismissed?
* How will this happen?
* Are there other occasions where a volunteer may have to be dismissed?

**1.3 Complaints**

* What happens if a volunteer would like to make a complaint?

**Exit interviews**

* Need for exit interview
* What things would you like to find out?

**Reward and recognition**

* Outline the importance of recognising your volunteers importance
* How will you recognise and reward your volunteers?

**Policy Review**

This policy will be reviewed annually with staff, trustees and volunteers.