

VOLUNTEERS POLICY



Volunteering is the commitment of time and energy for the benefit of society and the community: the environment of individuals outside one's immediate family. It is undertaken freely and by choice without concern for financial gain.

We believe in the value of voluntary activity as an important expression of citizenship and an essential component of a free and democratic society. It supports and promotes volunteering in public and third sector organisations. The Charity takes responsibility for ensuring that volunteers within its own organisation are appropriately involved, supported and valued for their contribution. We have a welcome letter and written commitment which we give to all our volunteers, as part of their Pack, and is at the end of this document.

Inclusion

As an employer and engager of volunteers the Charity is committed to a policy of equal opportunities. Recruitment of volunteers will be from all sections of the community, and will be in line with our Equality, Diversity and Inclusion Policy. Appropriate targeting may be used.

Recruitment

Grand Friend volunteers will be interviewed by the Volunteers Manager or Director.

Desirable Skills and Experience

- Knowledge of, or experience of working in a charity, or role relating to volunteering role.
- Ability to work independently and as part of a team.
- Strong interpersonal and people management skills.
- Good verbal communicator, able to get on well with people and to ask questions positively.

Personal Qualities

- Patient, friendly and confident enough to be able to chat to young people on a range of topics, such as hobbies and interests.
- Able to listen well, be empathic and communicate in an open, positive and constructive way.
- A good understanding of professional boundaries and the ability to identify if a conversation ever reaches these.
- A good understanding of our safeguarding procedures and how we work, and confident of being able to raise a concern, if necessary.

Exceptions

We welcome anyone who wishes to volunteer to help us but there are some circumstances where this may not be possible. For example:

- You must have the right to work in the UK and for some visitors to the UK (on visas), asylum seekers and refugees this may not always be the case, or.

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- If the role you would like may require experience or professional skills you don't have, and for some roles, there may be specific legal requirements that we must meet.

We should stress that there are only a few occasions when this might apply, and we will always do our best to find a way to welcome you into our charity.

Mandatory Requirements

- DBS certificate (The charity processes)
- Two independent references from people who have known you for more than 5 years
- A commitment to our work and an interest in young people.
- Sufficient time/flexibility to be able to carry out his/her role.
- Where a role specifically requires professional qualifications, experience or accreditation, or other requirement, such as a licence to practice.

On Boarding

- GrandFriends volunteers will be required to complete our bespoke training programme which includes the BANES Council safeguarding module. We will provide or provide access to any relevant training and refresher training.
- Receive Welcome Pack and sign Code of Conduct
- Welcome and induction and/or on-the-job training for their role, by a team member including safeguarding procedures.
- Ongoing support and mentoring, and refresher training, as required.
- Volunteers be supported at all times at programmes by GrandFriends staff.

Confidentiality

GDPR Practices are in place for all of the charity's procedures according to our

Expenses

Volunteers will be reimbursed for out of pocket expenses as per our Expenses Policy.

Health and Safety

All volunteers are given training and support to observe the procedures described in our Health and Safety Policy.

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Regulatory Guidance

Charity Commission: How to manage your charity's volunteers.

Fundraising Regulator: Volunteers.

Health & Safety Executive: Volunteering – how to manage the risks.

Related Documents

- Equality Diversity and Inclusion Policy
- Expenses Policy
- Volunteers Code of Conduct
- GrandFriends Welcome Pack Index.

Document Review: Safeguarding Policy				
Version	Approved By	Approval Date	Main Changes	Next Review
1	Board of Trustees	5 th Dec 2022		Dec 2024