

Sample - Volunteer Policy

Introduction

AnyOrg exists to...(mission statement or aims and objectives)

In line with this AnyOrg seeks to involve volunteers to:

Ensure our services meet the needs of our clients

Provide new skills and perspectives

Increase our contact with the local community we serve

(state the reasons relevant to your organisation)

Principles

This Volunteering Policy is underpinned by the following principles:

- AnyOrg will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to AnyOrg's work.
- AnyOrg does not aim to introduce volunteers to replace paid staff.
- AnyOrg expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- AnyOrg recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

(state principles relevant to your agency)

Practice Guidelines

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information, including copies of the various documents referred to, is provided in the Volunteers Handbook. (Do you have a Volunteers Handbook?)

Recruitment

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Volunteer Agreements and Voluntary Work Outlines

Each volunteer will have a Volunteer Agreement establishing what AnyOrg undertakes to provide for them. In addition they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract; AnyOrg has no intention of creating a contract with any volunteers. Each volunteer will also receive a Volunteers Handbook.

Expenses

All volunteers will have their reasonable travel expenses reimbursed, such as a local bus fare. Volunteers working a minimum of five hours per day will be able to claim expenses for lunch (for details see the Volunteers Handbook)

Induction and training

All volunteers will receive an induction into AnyOrg and their own area of work. Training will be provided as appropriate. Where possible volunteers will be entitled to receive additional training on the same basis as paid staff.

Support

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future development and air any problems.

(if you have a volunteer Co-ordinator you could outline their role here)

The Volunteer's Voice

Volunteers are encouraged to express their views about matters concerning AnyOrg and its work.

(what mechanisms can help bring about this? - see Support)

Insurance

All volunteers are covered by AnyOrg insurance policy whilst they are on the premises or engaged in any work on AnyOrg's behalf.

Health and Safety

Volunteers are covered by AnyOrg's Health and Safety Policy, a copy of which is in the Volunteers Handbook.

(are volunteers covered by your Health and Safety provisions? See Health and Safety)

Equal Opportunities

AnyOrg operates an equal opportunities policy in respect of both paid staff and volunteers. A copy is in the Volunteers Handbook. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

Problem Solving

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers. A copy of the procedure is included in the Volunteers Handbook.

(do you have a discipline and grievance procedure for volunteers? See Supervision)

Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff.

(set out more details if necessary)