



**Everything you need to attract, manage and retain volunteers**

Our Volunteer Management Toolkit is free and available to any group or organisation working with volunteers.

You can find it at [vcsutton.org.uk/organisations/volunteer-management-resources](http://vcsutton.org.uk/organisations/volunteer-management-resources)

**Volunteer Management Toolkit: Policies and Procedures**

**Volunteer Policy Guidance**

**Updated 12.3.2021**

The purpose of a volunteer policy is to provide an overall framework on which your organisations involvement of volunteers should be based. A volunteer policy should describe the relationship between your organisation and volunteers and how volunteers will be treated.

**Why is a volunteer policy important?**

- Ensures a positive volunteering experience for all those involved.
- Recognises and rewards the invaluable contribution that volunteers make to your organisation and the local community.
- Provides a framework in which volunteers can contribute to your organisation safely.
- Defines roles and clarifies the responsibilities and expectations of both volunteers and staff.
- Provides consistency and demonstrate best practice.
- Ensures the involvement of volunteers should complement and supplement the work of paid staff.
- Outlines how your organisation can support and help volunteers grow in their respective roles.

**What to include in your volunteer policy?**

<b>Introduction</b>	<ul style="list-style-type: none"> <li>• Provide a brief description of your organisation.</li> <li>• A statement on why your organisation involves volunteers, the benefits to your volunteers and local community, and what volunteers bring to the organisation.</li> <li>• Include a statement of intent, setting out the principles that will inform your organisation’s involvement of volunteers.</li> </ul>
<b>Definition</b>	<ul style="list-style-type: none"> <li>• Include a brief statement on the definition of a volunteer.</li> </ul>
<b>Our vision for volunteering</b>	<ul style="list-style-type: none"> <li>• Clarify what your organisation hopes to achieve through volunteer involvement.</li> </ul>
<b>Roles and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide an outline of the process for how volunteer roles will be defined, agreed and promoted.</li> <li>• Confirm who will support volunteers across your organisation.</li> <li>• If relevant, reference the different volunteer roles within your organisation.</li> </ul>
<b>Equality and Diversity</b>	<ul style="list-style-type: none"> <li>• Describe your organisation’s commitment to equality and diversity and outline how volunteers from the local community will be encouraged, welcomed and supported.</li> </ul>

<p><b>Recruitment and Selection</b></p>	<ul style="list-style-type: none"> <li>• Include a general statement referring to a separate recruitment and selection policy and outline what volunteers can expect from your organisations recruitment and selection process. <ul style="list-style-type: none"> <li>– What is the registration process?</li> <li>– Do you offer a trial period, taster session or form filling support?</li> <li>– Will references be required?</li> <li>– Do you ask all volunteers to complete a DBS check?</li> <li>– Where do you promote volunteering opportunities?</li> <li>– Do you ensure that all relevant information is outlined in the role description?</li> <li>– Do you provide a role description for each new role? How often are role descriptions reviewed?</li> </ul> </li> </ul>
<p><b>Induction and Training</b></p>	<ul style="list-style-type: none"> <li>• Confirm what volunteers can expect from your organisations induction and training process. <ul style="list-style-type: none"> <li>– Will volunteers be required to attend an induction meeting?</li> <li>– Are compulsory training sessions required?</li> <li>– Will induction and training sessions take place online or in-person?</li> <li>– Will the volunteer need to complete refresher training while volunteering?</li> <li>– Do you ask volunteers to complete a volunteer agreement and confidentiality and data protection policy?</li> <li>– How do volunteers develop in their roles?</li> <li>– Will you consult with your volunteers regarding their training needs?</li> </ul> </li> </ul>
<p><b>Support and Supervision</b></p>	<ul style="list-style-type: none"> <li>• Provide an overview of how volunteers will be supported and supervised during their time volunteering with your organisation. <ul style="list-style-type: none"> <li>– What ongoing support will be provided?</li> <li>– Name of the person as a point of contact</li> <li>– Will you meet with volunteers on a weekly or monthly basis?</li> <li>– How will volunteers feedback and contribute their ideas and suggestions?</li> <li>– What support is available for volunteers?</li> <li>– Do you have volunteer representation in your management committee or steering group?</li> <li>– Who will the volunteer contact if the volunteer supervisor is away?</li> </ul> </li> </ul>
<p><b>Recognition</b></p>	<ul style="list-style-type: none"> <li>• Explain how you tell volunteers that you will appreciate and value their contribution. <ul style="list-style-type: none"> <li>– Do you host informal thank you events?</li> <li>– Do you share images and videos of volunteers fulfilling their role?</li> <li>– How do you share positive news stories and acknowledge achievements?</li> <li>– Will you circulate volunteer newsletters?</li> </ul> </li> </ul>
<p><b>Evaluation</b></p>	<ul style="list-style-type: none"> <li>• Explain how your volunteer programme will be monitored and evaluated. <ul style="list-style-type: none"> <li>– Will you send your service users and volunteers a feedback form?</li> <li>– How will improvements be made and discussed?</li> </ul> </li> </ul>

<b>Leaving Your Organisation</b>	<ul style="list-style-type: none"> <li>• Outline the process for when a volunteer decides to stop volunteering for your organisation. <ul style="list-style-type: none"> <li>– Will you invite volunteers to an exit interview?</li> <li>– Will your organisation provide references?</li> <li>– Can you send volunteers the total number of hours contributed to your organisation?</li> </ul> </li> </ul>
<b>Volunteer Expenses</b>	<ul style="list-style-type: none"> <li>• Include a general statement referring to a separate volunteer expenses policy and explain what expenses your organisation can cover and how the volunteer claims them. <ul style="list-style-type: none"> <li>– Are volunteers required to complete a form?</li> <li>– Are volunteers able to claim out-of-pocket expenses for travel, hospitality and resources?</li> <li>– Will payment be made through cash, bank transfer or cheques?</li> <li>– Will a volunteer claims form need to be signed off by the volunteer supervisor?</li> </ul> </li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Include a general statement referring to a separate health &amp; safety policy and outline the details of procedures relevant to volunteer. <ul style="list-style-type: none"> <li>– How do volunteers report any concerns, incidents or accidents?</li> <li>– Will volunteers be provided with relevant training?</li> <li>– Do volunteers see a risk assessment before they volunteer?</li> <li>– Are volunteers regularly updated with health &amp; safety policies?</li> <li>– What will happen if the volunteer breaks the health &amp; safety procedures in place?</li> </ul> </li> </ul>
<b>Insurance</b>	<ul style="list-style-type: none"> <li>• Confirm your organisations insurance policy and how volunteers are covered, especially as to what activities are covered and for what age range.</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Include a general statement referring to a separate safeguarding children and safeguarding adults at risk policy and outline the details of procedures relevant to volunteer. <ul style="list-style-type: none"> <li>– How do volunteers report any concerns, incidents or accidents?</li> <li>– Will volunteers be provided with relevant training?</li> <li>– Do volunteers see a risk assessment before they volunteer?</li> <li>– What will happen if the volunteer breaks safeguarding procedures?</li> </ul> </li> </ul>
<b>Data protection and confidentiality</b>	<ul style="list-style-type: none"> <li>• Include a general statement outlining the importance of confidentiality and refer to a separate confidentiality policy.</li> <li>• Include a statement making it clear that the volunteer’s personal information will not be shared with a third party without their consent.</li> <li>• Confirm the importance of volunteer's confidentiality, their responsibilities and how they protect others. <ul style="list-style-type: none"> <li>– How do volunteers report any concerns or a data breach?</li> <li>– How do volunteers maintain the confidentiality of others?</li> <li>– How will volunteer records will be stored and accessed in a way that complies with data protection legislation?</li> <li>– What are the responsibilities?</li> <li>– What will happen if the volunteer breaks confidentiality procedures in place?</li> </ul> </li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• Include a general statement outlining the procedure when there are disputes or differences against a volunteer, staff members or service users.</li> </ul>

<b>Social Media</b>	<ul style="list-style-type: none"><li>• Clarify expectations if volunteers use social media whilst volunteering or promote opportunities on your behalf.<ul style="list-style-type: none"><li>– Will volunteers have access to a separate account?</li><li>– Will social media training be provided?</li></ul></li></ul>
<b>Review</b>	<ul style="list-style-type: none"><li>• Include your volunteer policy number, revision dates, publication dates, approver's signature and department.</li></ul>

**We hope that you have found this helpful. If you would like any further information on the guidance provided or would like to make a suggestion on a resource that could be added to our Volunteer Management Toolkit, we would love to hear from you.**

**To receive all the latest resources and updates, sign up to our organisations mailing list at [vcsutton.org.uk/organisations/organisations-newsletter-sign/](https://vcsutton.org.uk/organisations/organisations-newsletter-sign/)**