

# Involving Volunteers Essentials Checklist

This short checklist is a great place to start. It includes key policies and documents to help you consider what you need to have in place, as well as review and update what you already have.

Policy/Procedure/Document	What?	Useful links
<b>Volunteer Policy</b>	A volunteer policy sets out how your organisation involves and supports volunteers, helping to make sure volunteering is clear, consistent, and a positive experience for everyone involved.	<a href="#">Click here for resources, templates and examples.</a>
<b>Volunteer Role Description(s)</b>	A volunteer role description should be finalised before recruitment begins. It sets out what the role involves, the skills needed, and what is expected, helping to attract suitable volunteers and ensure clear expectations from the start.	<a href="#">Click here for resources, templates and examples.</a>
<b>Volunteer Expenses Policy</b>	It is best practice to reimburse volunteers for any out-of-pocket expenses they incur while volunteering, and this helps remove financial barriers to taking part. This policy sets out what can be claimed and how the process works.	<a href="#">Click here for a Volunteer Expenses Form template.</a>
<b>Equality, Diversity and Inclusion Statement</b>	This shows your commitment to making volunteering fair, inclusive and open to everyone.	<a href="#">Click here for resources on making volunteering inclusive.</a>
<b>Confidentiality policy</b>	This explains how to handle and protect sensitive information while volunteering and should be covered as part of a volunteer's induction. <a href="#">If your organisation does not have a Confidentiality Policy, you can get support from Community Action Sutton.</a>	<a href="#">Click here for resources on volunteer induction.</a>
<b>Data Protection Statement</b>	Your data protection statement should cover volunteers. <a href="#">If your organisation does not have an Data Protection Statement, you can get support from Community Action Sutton.</a>	

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<b>Health and Safety Policy</b>	This explains how your organisation keeps people safe by identifying and managing risks should be covered as part of a volunteer's induction. <u><a href="#">If your organisation does not have a Health and Safety Policy, you can get support from Community Action Sutton.</a></u>	<u><a href="#">Click here for resources on volunteer induction.</a></u>
<b>Safeguarding Policy</b>	Safeguarding is everyone's responsibility, and volunteers should be made aware of your safeguarding policy. It should also cover the activities volunteers are involved in, helping to protect both service users and volunteers themselves.	<u><a href="#">Click here for resources on safeguarding.</a></u>
<b>Insurance provision for volunteers</b>	Check your insurance provider (usually Public Liability) that volunteers and the activities they carry out are covered under your policy.	<u><a href="#">Click here for NCVO guidance on insurance and volunteers</a></u>
<b>Problem solving procedure for volunteers</b>	A problem solving procedure for volunteers explains how concerns or issues are raised and resolved in a clear and fair way during volunteering.	<u><a href="#">Click here for resources, templates and examples on problem solving.</a></u>
<b>Volunteer Agreement/Volunteer Code of Conduct</b>	A volunteer agreement sets out what you and the volunteer can expect from each other, like support and commitment. A code of conduct explains how volunteers should behave, helping make sure everyone acts safely and respectfully.	<u><a href="#">Click here for resources, templates and examples.</a></u>