



Volunteer Policy

The Bolton Woods Centre

2024

This volunteer policy sets out the principles and practice by which we involve volunteers and its relevance to staff, volunteers and trustees within the organisation. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

Volunteers may be involved in the direct delivery of our services, on our board of management as trustees or involved in one off events and promotional activities.

Our commitments

We recognise volunteers as an integral part of the organisation. Their contribution supports our mission and complements the role of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the organisation and the volunteers themselves.

Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers. Volunteers will not be used to replace paid staff.

We are committed to offering a flexible range of opportunities and to encourage a diverse range of people to volunteer with us.

We recognise that there are costs associated with volunteer involvement and will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering.

The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or to undertake tasks or for the organisation to provide continuing opportunities for voluntary involvement. However, there is a presumption of mutual support and reliability.

The Bolton Woods Centre expects volunteers:

- To be reliable and honest
- To uphold the organisation's values and comply with organisational policies
- To undertake basic safeguarding training, if working directly with children and young people.
- To make the most of opportunities given, e.g. for training
- To contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute

Volunteers can expect:

- To have clear information about what is and is not expected of them
- To be supervised and supported appropriately
- To receive adequate support and training
- To be insured and to volunteer in a safe environment
- To be treated with respect and in a non-discriminatory manner
- To receive out of pocket expenses

- To have opportunities for personal development
- To be recognised and appreciated

The Bolton Woods Centre Equal Opportunities Policy will be adhered to when recruiting volunteers. Opportunities will be widely promoted.

Information will be made available to those enquiring about volunteering, including the nature and purpose of the volunteering role, key tasks, skills required and benefits. A risk assessment will be undertaken on all volunteer roles.

Recruitment will usually involve an informal interview, application form and the taking of references; the process will be defined and consistent for any given role - for example the recruitment process for trustees, regular volunteers and for volunteers for one off events will be tailored in each case and may differ from one another.

Where applicants are not able to be placed in their preferred role, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles or signposted to other opportunities.

For roles which involve children and young people, volunteers will be required to have a full DBS disclosure check which will be arranged by the organisation. DBS disclosures are dealt with in the strictest confidence. A criminal record is not necessarily a bar to volunteering. DBS disclosures will be assessed by our Designated Safeguarding Officer following the processes within the Child protection and Safeguarding policy.

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken. Volunteers will be offered support and supervision as appropriate, and this will be discussed during induction.

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's wider staff team, at staff meetings etc. Formal recognition of the contribution of volunteers is expressed through annual reports, website articles, social media, and during Volunteers' Week award celebrations.

| | <i>Date reviewed</i> | <i>Next date Due</i> | | |
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| Reviewed | 08/07/2024 | 08/07/2024 | N.Wilson Centre Manager | No Changes made. |