



Volunteering Policy Template

Introduction

- A brief description of your organisation and what it does
- The objective of the volunteering policy eg to ensure everyone within the organisation understands why volunteers are involved and their value
- A reference document for both staff and volunteers which covers all aspects of volunteering within the organisation
- To ensure that best practice is followed when involving volunteers

Core Values

Outline the core values of how you involve volunteers within the organisation:

- The support & training offered
- Volunteers are treated fairly
- Volunteers benefit from their involvement eg new skills
- Volunteers do not take the place of paid staff
- Volunteers are recognised and rewarded

Planning for Volunteer Involvement

- Volunteer roles are clear and have an accurate role description
- Volunteers have a main point of contact for training/queries
- Expenses are provided
- Volunteer roles and policies are reviewed regularly

Recruitment

- Volunteering is open to everyone
- There is a simple application form process
- All volunteers have an informal interview to assess their needs, suitability & skills
- If the volunteer is not suitable for the role they are signposted to a volunteer centre for support
- There is a trial period and induction
- 2 references are provided (cannot be family members and should have known the volunteer for at least 1 year)
- Volunteers receive an information pack
- Volunteers are aware of policies and are bound by the same confidentiality as paid staff

Support

- **Volunteers have a named contact and are given ongoing support in their role**
- **There are guidelines covering expenses and how to claim**
- **There is a complaints policy in place**

Training & Development

- Relevant training is provided
- Volunteers with support needs are involved wherever possible
- Volunteers have the opportunity to learn new skills through varied tasks
- Volunteers have a platform to provide feedback and discuss their role

Involving Volunteers

- Volunteers are included in team meetings and have the opportunity to contribute ideas
- Volunteers receive newsletters and updates
- Volunteers receive appropriate recognition