

Volunteer Policy

The aim of this document is to outline the policy of Relational Mission (RM) with regard to the engagement and management of volunteers.

Relational Mission:

- ✓ values the involvement of volunteers in its work because they help reflect the interests, needs and resources of the community it aims to serve and brings a unique perspective on all its work.
- ✓ recognises volunteers as a core part of our team, with a distinctive but complementary role alongside paid staff.
- ✓ benefits from the skills, experience and enthusiasm of volunteers and believes that volunteers should be able to gain personal benefits from the experience too. RM is committed to managing volunteers in a way that ensures that the needs of both parties are met.
- ✓ is committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for its volunteers in all of its policies and practices.
- ✓ identifies roles for volunteers which extend the work of the organisation. Volunteers are involved at every level of the organisation in roles which complement, but never substitute, the work of paid staff.
- ✓ outlines to volunteers appropriate role descriptions. In every situation where a volunteer is to be involved, a set of tasks and expectations will be agreed (verbally as a minimum, ideally written). Volunteers will be adequately prepared for the tasks which they will be undertaking, via inductions, regular reviews and agreements being put in place as appropriate. Roles are reviewed on an annual basis.
- ✓ volunteers are fully protected by the organisation's public liability and personal accident insurance. However, drivers using their cars in connection with their voluntary work must inform their own insurance company to ensure adequate and continued cover.
- ✓ reimburses volunteers' out of pocket expenses for travel and activity associated costs when claims are submitted on a standard Expenses Claim Form and accompanied by proof of expenditure. This is subject to prior approval by their supervisor / the Operations Manager.
- ✓ endeavours to provide adequate and appropriate facilities, equipment, training and resources to enable volunteers to fulfil their roles.
- ✓ The Operations Manager oversees for the overall management of volunteer involvement, including the implementation of this policy and dealing with any complaint or grievance relating to volunteers. The volunteer's designated supervisor provides support and supervision, identifies training requirements etc.
- ✓ is committed to the safeguarding of all children, young people & vulnerable adults. It is an expectation that all volunteers share this commitment and that any concerns about children's safety or welfare are reported to the designated safeguarding officer / professional. The safeguarding policy is available as a part of the policy documents that need to be read prior to starting a role.

- ✓ volunteers are allocated a named supervisor. This individual can provide day-to-day help and guidance on any issue related to the voluntary work and is responsible for providing regular support to, and supervision of, the volunteer. The frequency, duration and format of this support and supervision is agreed between the volunteer and his/her supervisor.
- ✓ aims to reflect the voluntary nature of its relationship with volunteers in all its policies and procedures for managing their involvement. Therefore, the volunteer's designated supervisor deals with minor complaints or grievances about or by volunteers or their work through the usual support and supervision procedures, in the first instance. However, RM recognises its duty to protect the wellbeing and interests of all our stakeholders and therefore operate a formal complaints procedure in the case of more serious complaints. In the case of particularly serious offences, this process may be bypassed and/or the subject of the complaint asked to leave. Where a criminal offence is suspected, the matter will be handed over to the police.
- ✓ recognises the core role that volunteers fulfil at every level of the organisation. It endeavours to communicate with volunteers in appropriate ways, i.e. activity meetings, notices etc. RM also recognises the importance of seeking volunteers' ideas and opinions which is done at regular intervals.
- ✓ to effectively monitor the work that volunteers do and how they are managed, may maintain files which may include details including: contact details and other relevant personal information; details of the application and selection process; agreements made; hours worked; records of support and supervision activities; training undertaken and any complaints or grievances made or received. Some of this information and other relevant information may also be recorded in computerised records. All such information is treated in accordance with the Data Protection Act 2017 and volunteers are entitled to inspect all such information pertaining to their own involvement.