

Working with Volunteers Policy

22 Wilkinson Street, Sheffield, S10 2GB

First Issued	January 2025
Last review	

1 Introduction

- 1.1 A volunteer is a person who gives freely of their time, skills, and experience without expectation of financial reward. Volunteering can take many forms.
- 1.2 Some tasks require particular skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis.
- 1.3 We recognise the immense benefits that volunteers can bring to us. In return, we hope to give our volunteers an opportunity to exercise their skills and to undertake new experiences.
- 1.4 We try to offer a range of volunteering opportunities and, in accordance with our equal opportunities policy, to ensure volunteer opportunities are widely available.

2 Status of volunteers

- 2.1 A volunteer is not an employee and will not have a contract of employment with us.
- 2.2 We will agree a role with the volunteer and there will be an expectation that the volunteer will meet the role's requirements, and we will provide work for the volunteer. However, the volunteer is free to refuse to fulfil the role and we are not bound to provide the work.
- 2.3 It is also expected that both us and the volunteer will give as much notice as possible if unable to meet these expectations.

3 Volunteering roles

- 3.1 Those roles suitable for volunteers will have a volunteer outline agreed.
- 3.2 The outline will set out the requirements of the role and the skills or experience needed, as well as any training that is required before the volunteering work is undertaken.
- 3.3 Volunteers will not be used as substitutes for employees.

4 Recruitment

- 4.1 A person wishing to become a volunteer will be asked to complete an application form.
- 4.2 The applicant will be asked to identify areas in which they would like to volunteer.
- 4.3 If we can match the applicant to a suitable role, references will be required and, depending on the nature of the role, the prospective volunteer may be required to undergo and complete a health assessment and return a satisfactory basic or enhanced disclosure from the disclosure and barring service.

5 Volunteering agreement

- 5.1 The volunteer will be invited to enter into a volunteering agreement with us. This agreement will identify:
 - 5.1.1 the volunteer's role;
 - 5.1.2 any training that the volunteer is expected to undertake;
 - 5.1.3 the expenses that we will pay to the volunteer;

- 5.1.4 the insurance cover that will be provided for the volunteer;
- 5.1.5 who will supervise the volunteer; and
- 5.1.6 the notice that will be given to the volunteer if their role is to come to an end.

6 Training

- 6.1 We will provide any training required for the role, including health and safety training.

7 Health and safety

- 7.1 We have a responsibility for the health and safety of volunteers.
- 7.2 Volunteers should at all times follow our health and safety policies and procedures.
- 7.3 Volunteers have a duty to take care of themselves and others who might be affected by their actions.
- 7.4 Volunteers should not act outside their authorised area or work.
- 7.5 Volunteers should report all accidents to their supervisor.
- 7.6 We will provide volunteers with appropriate guidance on any health and safety issues that arise.

8 Reimburse

- 8.1 Volunteers are unpaid. We will reimburse volunteers for travel and subsistence expenses. Reimbursement will be in accordance with our expenses policy.

9 Policies and procedures

- 9.1 Volunteers are expected to comply with all of our policies and procedures while they are on our premises or undertaking any of their volunteering duties for and on our behalf. An explanation of these policies and procedures will be provided during induction.

10 Insurance

- 10.1 We will ensure that volunteers are covered for insurance purposes in respect of personal injury. We will also ensure that volunteers are provided with professional and public liability insurance.
- 10.2 The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

11 Confidentiality

- 11.1 Volunteers are likely to become aware of confidential information about us, our staff, and our customers.
- 11.2 Volunteers should not disclose this information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain, unless it has been made public as a result of the volunteer's breach of confidentiality, or where the law permits or requires disclosure.

12 Supervision

- 12.1 A supervisor will be appointed to support and manage the volunteer.
- 12.2 The supervisor will review the arrangements after three months and thereafter on a regular basis. If the volunteer has any queries or would like to change their role this should be discussed with the supervisor.

13 Data protection

- 13.1 We process personal data collected during the recruitment process in accordance with our data protection policy. In particular, data collected as part of the application process is held securely and accessed by, and disclosed to, individuals only for the purposes of managing the volunteering

relationship. Inappropriate access or disclosure of personal data constitutes a data breach and should be reported in accordance with our data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under our disciplinary procedure.

14 Dealing with problems

- 14.1 The supervisor will normally try to solve any problems informally, but if this is not possible the formal complaints system will come into operation.
- 14.2 If the volunteer wishes to make a formal complaint, they should put the complaint in writing to their supervisor. If it is not possible to reach a solution the volunteer may raise the matter with the supervisor's manager.
- 14.3 If a complaint is made about a volunteer, this will be notified to the volunteer in writing and the supervisor will decide whether or not any action should be taken. If the volunteer is dissatisfied with the decision, they may raise it with the supervisor's manager.

15 Volunteer drivers

- 15.1 Any volunteers who will be transporting equipment or people using a vehicle provided by us must have a valid driving licence.
- 15.2 They will be covered by our insurance policy. Where the volunteer will be using their own vehicle, they must provide a copy of the vehicle's insurance policy and, if appropriate, the MOT certificate.
- 15.3 The volunteer must report any accidents to us. The volunteer must also report any motoring offences or police cautions to us. We will not pay any parking fines accumulated by the volunteer.

16 Volunteer's pack

- 16.1 On commencing their volunteer work, the volunteer will be given a pack containing:
 - 16.1.1 general information about us and our business;
 - 16.1.2 a copy of this volunteering policy;
 - 16.1.3 a standard volunteering agreement;
 - 16.1.4 details of where they can access our policies and procedures; and
 - 16.1.5 information on other volunteering opportunities that are available.

17 Review

- 17.1 This policy may be reviewed at any time at the request of any member of staff, but it will be automatically reviewed two years after initial approval and thereafter on a biennial basis unless organisational changes, legislations, guidance, or non-compliance prompt an earlier review.

18 Definitions

- 18.1 Ben's Centre ("we", "us", "our")
- 18.2 The Employee ("you")

Document control box

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