

KEY POLICIES

Volunteer Policy

Your **Volunteer policy** should outline the role of volunteers in the organisation and the policies and procedures which will detail how volunteers should be supported. Essential information to cover within this policy includes:

- Volunteer recruitment and selection
- Equal opportunities and diversity
- Safeguarding
- Induction and training
- Health and safety
- Supervision and support for volunteers,
- Expenses, and the process for claiming expenses
- Confidentiality
- Data protection
- Problem-solving process or policy on how complaints will be dealt with.

Health & Safety Policy

- The policy should cover procedures for training staff and volunteers in health and safety, when risk assessments are to be done and who does them, first aid cover and what happens in emergencies.

Support & Supervision Procedure

- It is important that there is a clear structure in place which is recorded for supporting and managing volunteers. You should ensure that there is an identified person with overall responsibility for volunteering and that this is included within their role description.

Out of Pocket Expenses Policy

- There should be a volunteer expenses policy in place which clearly defines the process for volunteers on how they can claim out of pocket expenses. It is good

practise to reimburse volunteers for expenses incurred while volunteering with you, for example for travel and subsistence.

Confidentiality and Respect Policy

- You will need to have a confidentiality policy to ensure that volunteers are made aware of the organisation's requirements about the disclosure of personal data and confidential information.

Complaints Procedure

- Your complaints procedure should outline a process for dealing with situations where there may be an issue with the performance or behaviour of volunteers. You should ensure volunteers and staff are clear about these so that they can be dealt with fairly and consistently.

Volunteer Insurance Cover

- Volunteers should be covered, either under your organisation's employer's liability insurance, or public liability insurance.