



## **Engagement of volunteers (placements)**

The Organisation may accept people on voluntary placements for the purposes of work experience, training, development or as part of volunteering projects run by third parties.

This policy sets out the Organisation's approach to voluntary placements, engaging with volunteers and employees effectively, placing volunteers in the right departments and ensuring volunteers, employees and the Organisation benefit mutually from the placement.

Accepting people on voluntary placements grants that person access to the Organisation for their own career development and progression, and to gain an insight into the Organisation's workplace.

### **Becoming a volunteer**

The Organisation will ask the applicant to complete a volunteering application, either through an Organisation-sponsored volunteering project, or on an ad-hoc basis. This will cover:

- volunteering project name (if applicable)
- project work sought
- reasons why the applicant wishes to volunteer
- dates and times available for volunteering work
- skills, knowledge and expertise they bring to the project
- details of two referees willing to give references
- consent to undertake a DBS Check and medical review/examination (if necessary for the project being applied for).

The application will be considered by the Senior Staff Team. For applicants on Organisation-sponsored volunteering projects, the Senior Staff Team will review the list of project work available and try to match the applicant to a suitable project.

### **Volunteer status**

Volunteers are not employees of the Organisation and will not be used as a substitute in place of part time and full-time employment. There will be no legally enforceable contract between the volunteer and the Organisation in relation to the placement and therefore there will be no payment by the Organisation for any work



that the volunteer may undertake during the placement. Only employees or workers may receive the national minimum wage; volunteers will not be paid.

The volunteer does not have to accept the offer of a placement and may withdraw at any time before the placement has started. The Organisation is also under no obligation to offer the volunteering placement and may also withdraw the placement at any time before the placement has started. However, once the placement has started – and considering the time and effort put in place to accommodate volunteer placements in areas such as Finance and HR – the Organisation will request a minimum of 3 months commitment from the successful applicant.

For the sake of convenience, the volunteer and the Organisation should try to give each other enough notice of their intention to end the placement. Volunteers may undertake paid work for other Companies or other placements with other entities.

If the Organisation chooses the applicant for a project, the relevant Volunteer Coordinator (VC) or Project Manager (PM) will contact the applicant and make arrangements for them to attend the Organisation workplace to work on the project, the first day of which will be the volunteering induction programme.

If the Organisation chooses the volunteer applicant to be in the workplace on an ad-hoc basis, for instance work shadowing, the relevant line manager that the applicant will be assigned to will contact the applicant and make arrangements for them to attend the Organisation workplace. A volunteering induction will occur on the first day of their time with the Organisation.

It may be that inductions for projects and ad hoc volunteering occur the week before they start volunteering, as and when inductions are run by the Organisation.

The VC, PM or line manager will confirm to the applicant that no payments for the voluntary work will be made, except for reimbursement of reasonable travel and subsistence. Those will be reimbursed by submitting receipts to the VC, PM or line manager each week and payable through the Organisation's expenses system.

### **Duration of placement**

The work that volunteers are asked to do is not pre-defined and the period of time that a volunteer may work for the Organisation are not pre-set; the work and period of engagement will be considered on an ad-hoc basis upon each application.



## **Volunteer commencement arrangements**

### **Induction programme**

Before the volunteer commences their project, the Organisation will ensure the volunteer has attended the volunteering induction programme.

The induction sets out the goals and expectations of the project and the types of work that the applicant will undertake. Volunteers are required to keep Organisation information confidential and not disclose it to third parties or make use of or take advantage of confidential information during the volunteer placement or project, or after it has ended.

All the Organisation's policies and procedures will apply to the volunteer during their time volunteering. The Organisation will arrange access for the volunteer to the relevant policies and procedures for the duration of their volunteering project or placement and ensure the access arrangements are explained during the induction.

Volunteers will be trained in relation to the requirements of their project or placement. The volunteer's line manager may identify further training needs during the course of the volunteering project or placement.

### **Health and safety**

The Organisation's health and safety policies apply to volunteers. During the induction, volunteers will receive training in the hazards and risks relevant to their project or placement.

### **Driving**

For volunteers who will drive during their placement or project, copies of the driving licence need to be submitted to the line manager. These need to be resubmitted if there is a change made by the DVLA to the licence. The use of private vehicles also requires a current motor insurance certificate and current MOT certificate to be submitted.

### **Manager**

Volunteers will be assigned to a manager, either for the project they are placed on or the placement within the workplace. Questions may be directed to the volunteer's line manager and any problems should be referred to the line manager in the first instance for informal resolution. Where this does not bring about the desired outcome, the volunteer may use the Organisation's complaints procedure. If a



problem cannot be resolved, it should be put in writing to the Chair of Trustees, whose decision will be final.

### **Engagement folder**

The Organisation will maintain an engagement folder on Assemble Volunteer Management System (VMS) for each volunteer.

The engagement folder will hold:

- a copy of the signed confidentiality agreement
- an indication of the location of the Organisation's policies and Volunteer handbook, with attention drawn to specific aspects
- information on the Organisation which the volunteer may find useful
- information on any other volunteering projects available at the Organisation
- a copy of this policy.

### **Reviews**

Volunteers will meet with their line manager for a review of the work being undertaken under the project or placement. These reviews will take place every month for short placements under three months, and every three months for longer term placements.

### **Complaints**

Any complaints received about a volunteer will be handled by the volunteer's line manager in the first instance, by meeting with the volunteer to discuss the complaint and establish what happened. If the explanation is not satisfactory the Organisation will end the volunteering arrangement with immediate effect. A volunteer that is dissatisfied with a decision to end the volunteering arrangement may write to the Chair of Trustees, whose decision will be final.

### **Insurance and liability**

Volunteers should not act outside their project role or activities set out as part of their placement. Volunteers must ensure they take reasonable care of both themselves and others who may be affected by their actions or inactions. This includes clients, agencies, donors and members of the public.

The appropriate level of insurance is provided as part of Organisation-sponsored volunteering projects which extends to personal injury, professional and public liability insurance if a volunteer does not possess this themselves.



Vicarious liability for the actions of volunteers may arise when the volunteer is carrying out work on a project or in the workplace. The volunteer may also be jointly liable for their own wrongful acts or omissions. As indicated in the Organisation's health and safety policy, volunteers are under a duty to follow the policy and procedures that apply to their volunteering placement.

The Volunteer Coordinator, Project Manager or the volunteer's line manager will complete a risk assessment (if deemed necessary) in respect of health and safety.

If an accident occurs on a project or in the workplace, this should be reported to the Organisation and recorded in the accident book.

Volunteers that have Organisation vehicle accidents should report them to their line manager. The Organisation's insurance policies should cover any issues arising from vehicle accidents where the volunteer has supplied the necessary documentation during their volunteering induction. Liability for fines or offences committed by the volunteer using Organisation vehicles remains with the volunteer. The volunteer is referred to the Organisation's vehicle policy for more details on the arrangements for Organisation vehicles.

Signed by: Signed by:  
*Diane Gordon*  
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Position: Chair of Trustees

Date: 4/13/2025