

Volunteers Policy

Purpose of this Policy

The purpose of this policy is to clarify the terms on which volunteers carry out tasks for the Organisation. The policy does not constitute, either implicitly or explicitly, a binding contract of employment or a contract for services. The Organisation reserves the right to change any aspect of this policy at any time.

Definition of "Volunteer" A volunteer is someone who, without compensation or expectation of compensation beyond reimbursement of expenses incurred in the course of their volunteer duties, performs a task at the direction of and on behalf of the Organisation. Volunteers are not employees of the Organisation and do not work under a contract for services. They undertake to carry out specific tasks on behalf of the Organisation but are under no obligation to offer their services. Similarly, the Organisation is not obliged to offer them work.

While volunteers have no employment rights such as paid sickness and holidays, they are covered by the Organisation's rules on health and safety and equal opportunities and should ensure that they are aware of and follow these policies.

Users and Relatives as Volunteers

Clients of the Organisation may be accepted as volunteers, where such service does not constitute an obstruction to, or conflict with, service provision to the users or to others. Relatives of clients may also serve as volunteers but will not be asked to carry out any work that impinges upon their relationship.

Service at the Discretion of the Organisation

The Organisation accepts the service of all volunteers with the understanding that such service is at its sole discretion. Volunteers agree that the Organisation may at any time, for whatever reason, decide to terminate their relationship. If a volunteer wishes to end their relationship with the Organisation they should inform the relevant manager as soon as possible.

Conflicts of Interest

Any volunteer, who has a conflict of interest with any activity or programme of the Organisation, whether personal, philosophical, or financial, must declare this to his or her project manager.

Representation of the Organisation

Prior to any action or statement that might significantly affect or obligate the Organisation, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other Organisations, collaborations or joint initiatives, or any

agreements involving contractual or other financial obligations. Volunteers are not authorised to act as representatives of the Organisation unless this is explicitly stated.

[Confidentiality and the Data Protection Act 2018](#)

The Organisation is registered under the Data Protection Act 2018. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a member of staff, volunteer, service users or other person, or involves the overall business of the Organisation.

Failure to maintain confidentiality will be treated seriously.

[Dress Code](#)

As representatives of the Organisation, volunteers, like staff, are responsible for presenting a good image to clients and to the community and must dress appropriately for the conditions and performance of their duties.

[Rota](#)

Your volunteering pattern will normally be arranged/agreed during your onboarding and Taster Day. Once agreed, your volunteering day/time will be included in the team rota. You are encouraged to use our Volunteer Management System 'Assemble' to check for any information or changes to the rota.

For each of your volunteering shifts, you will also be required to 'sign in' on arrival and 'sign out' when you leave.

[Criminal Records Checks](#)

As appropriate for the protection of clients, volunteers in certain assignments may be asked to submit to a criminal record check. Volunteers who do not agree to the background check may be refused the assignment.

[Lines of Communication](#)

Volunteers should be included in and have access to all appropriate information, memos, materials and meetings relevant to the work assignments. Lines of communication should operate in both directions and should exist formally and informally. Volunteers should be consulted regarding all decisions that would substantially affect the performance of their duties.

[Ending the Agreement](#)

The Organisation may find it necessary to end this agreement if the volunteer commits any of the following:

- a. gross misconduct or insubordination

- b. being under the influence of alcohol or drugs
- c. theft of property or misuse of the Organisation's equipment or materials
- d. abuse or mistreatment of clients or co-workers
- e. failure to abide by its policies and procedures
- f. failure to meet physical or mental standards of performance
- g. failure to perform assigned duties satisfactorily

This list is not exhaustive.

Reimbursement of Expenses

Volunteers are eligible for reimbursement of reasonable out-of-pocket expenses incurred while undertaking business for the Organisation and they are encouraged to claim their expenses in order to ensure that the true cost is reflected in project accounts. Prior approval must be sought for any major expenditure, and receipts must always be submitted in support of claims.

Insurance

Personal liability and accident insurance is provided for all volunteers engaged in the Organisation's business (excluding normal motor insurance). In respect of motor vehicle insurance cover, volunteers are responsible for consulting with their own insurers regarding the extension to include volunteer work. They may be required to produce evidence of this cover.

Signed by: 
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Position: Chair of Trustees

Date: 4/13/2025