

Wishing Others Well – Volunteer Policy

Introduction

At Wishing Others Well, we recognise the valuable contribution that volunteers can make to our endeavours. Volunteers bring a range of skills and experiences and can often provide a connection that it is difficult for other staff to achieve. We recognise that volunteers have their own unique motivation which made them make the choice to volunteer and give of their time freely. In return we want to provide volunteers with opportunities that will develop new skills and experiences. This Volunteer Policy details the underlying principles by which we involve volunteers.

Status of Volunteers

Our volunteers by definition are not employees and will not have any form of contract of employment. Initially, we will discuss the specific role with potential volunteers, answer any questions and concerns and confirm the details in writing; including what they'd like to gain from the relationship, the amount of time they are willing to commit, the frequency of their availability and their unique skills, experiences and interests. From that point, there will be an expectation that the volunteer will meet the role's requirements. We ask that volunteers let us know of any changes to their availability as soon as possible, so alternative arrangements can be made. Any volunteer that needs to withdraw from their role are politely asked to give as much notice as possible.

Guiding Principles

Wishing Others Well:

- Will never use a volunteer to replace a paid staff member
- Expects that all paid staff members will interact positively with volunteers
- Understands that volunteers are seeking a satisfying work experience and personal development and we will seek to meet these needs, as well as providing any formal training that is required for them to fulfil their role effectively
- Recognises that the motivation and management of volunteers needs to be a designated responsibility
- Will hope to involve volunteers from a diverse range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible
- Will endeavour to cover any reasonable costs incurred by volunteers

Recruitment

Wishing Others Well will always try to recruit new volunteers using a broad range of methods including word of mouth, social media and advertising. Wherever possible, we will endeavour to help any volunteer to overcome personal barriers that may make it difficult for them to volunteer with us. Our Equalities Policy will be adhered to at all times in relation to the recruitment, management and support of volunteers. Volunteers will be asked to sign a Volunteer Registration Form, which requires them to abide by all of Wishing Others Well's Policies. DBS (Disclosure and Barring Service) checks and references may be required for some roles. This requirement will be discussed ahead of agreeing to appoint the volunteer. DBS checks are not a reflection on the individual, but a legal requirement in certain circumstances.

Health and Safety

Wishing Others Well has ultimate responsibility for the health and safety of anyone working with us and all paid staff and volunteers should at all times follow our Health and Safety policies and procedures. Volunteers have a duty of care to themselves and anyone else that may be affected by their actions. Volunteers should not act outside their authorised area of work and should report any and all accidents or incidents to the appropriate person at the first opportunity. We will provide volunteers with appropriate guidance on any health and safety issues that arise.

Insurance

Wishing Others Well will ensure that our volunteers are covered (for insurance purposes) in respect of personal injury whilst working with us. We will also ensure that volunteers are covered under our Professional and Public Liability Insurance. Our insurance will not cover unauthorised actions or actions outside the agreed volunteering role.

Grievance

The relationship between Wishing Others Well and our volunteers is entirely unpaid and it does not imply any contract of employment. However, it is important that Wishing Others Well is able to maintain its high standards of service to those we interact with and it is also important that volunteers should view their involvement with us as worthwhile. If the role of a volunteer does not meet with our standards, the case will be dealt with informally by the Manager or Trustee responsible. If a volunteer has any concerns regarding their treatment by Wishing Others Well and have fully discussed this with us but are still not satisfied, they may take any further complaint in writing to the Board of Trustees.



Monitoring, Audit, and Review

The Board of Trustees is responsible for managing this policy and overseeing its implementation. The Board is also responsible for overseeing adherence by staff and volunteers. Every member of staff and volunteer should take personal responsibility for conforming to it. It is the responsibility of the Board of Trustees to audit compliance with and review of, all policies as part of Wishing Others Well's normal audit cycle and to undertake or direct remedial action as required.

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