



WEALDEN VOLUNTEERING

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Charity number: 1206210

Volunteer Policy

Approved by the Board of Trustees: JULY 2024

Review By: MAY 2026

Chair signature:

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Volunteer Policy

1. The Purpose of this Policy

Wealden Volunteering is a charity dedicated to encouraging and supporting volunteering. At the same time, Wealden Volunteering is reliant on voluntary help to run its offices and services in the Wealden area.

By adopting this policy Wealden Volunteering (WV) aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- recognise the respective roles, rights and responsibilities of volunteers;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of the volunteering opportunities on offer and the work carried out by our volunteers.

This policy provides an overview of the activities carried out by volunteers and the associated policy, procedures and guidance provide a framework for the involvement of volunteers.

2. Introduction

Volunteers are our major resource; they are the reason Wealden Volunteering exists. This Policy sets out our approach to recruiting and supporting volunteers, how they can expect to be valued and in return what WV expects from them.

3. Expectations

WV is committed to treating all volunteers with respect and consistency in decision-making. However, as will be explained during the recruitment interview, situations and events will occur from time to time when extra help is needed. While this additional help is gratefully received, it is requested on the understanding that there is no pressure for volunteers to volunteer for extra tasks.

Our volunteers learn new skills and achieve personal development through their involvement in for example:

- Providing information and services at our office and pop-up sites, including local information (e.g. town maps, bus and rail timetables), office services of copying and laminating, PC and tablet training, and hearing resources;
- Matching individuals and groups interested in volunteering with appropriate opportunities within our local community;
- Promoting volunteering, including attending events as a representative of Wealden Volunteering;
- General office administration and the running of the charity.

The involvement of volunteers will be guided by the following principles of good practice:

- Volunteers are guided to the tasks that they are best suited to and enjoy the most.
- the tasks to be performed by volunteers will be clearly defined, so that everyone is clear about their respective roles and responsibilities;
- the organisation will comply with the Data Protection Act in the use of data held on all volunteers;

As a volunteer, you are expected to:

- Support the aims and values of WV
- Professionally represent WV at all times (including on your own social media accounts)
- Carry out your role to the best of your ability and reliably
- Promptly notify the office if you are unable to complete a task that you committed to
- Complete any necessary training
- Take all reasonable care for your own health and safety and that of others

- Comply with all appropriate policies and procedures
- Maintain confidentiality of all personal and proprietary information held by WV.
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4. Recruitment

WV will adhere to its Equality and Diversity policy when recruiting volunteers. All potential volunteers will be asked to complete a volunteer application/registration form and will be asked to have an informal meeting with the CEO or a volunteer manager. Depending on the role, references may also be required.

Every induction will include new volunteers being given time to familiarize themselves with the policies which are a legal requirement and influence our governance. In particular, there is a supervision and support process for the volunteer role which relates to confidentiality and data protection and for concerns or complaints involving either the CEO (Chief Executive Officer), a trustee, or a volunteer.

Where there is specific training required, this will be highlighted as part of the recruitment/induction process. Where there is a requirement for a Disclosure Check this will be highlighted as part of the recruitment process.

The working hours that volunteers undertake will be agreed with the CEO when they join Wealden Volunteering. These may be regular or ad hoc hours and volunteers can change hours to suit their circumstances by letting the CEO know in advance and discussing options with her that suit both parties.

5. Support and Supervision

All volunteers are covered under WV's Public Liability Insurance.

All volunteers assisting the work of WV are managed by the CEO who is employed by WV. The CEO is responsible for recruiting all volunteers, whether they are volunteering in the offices or in other supporting roles, and for ensuring that they are fully conversant with relevant procedures and policies.

The trustees and the CEO are responsible for the welfare of all volunteers and take this responsibility seriously. We welcome feedback from volunteers including concerns, constructive criticism, commendation and suggestions. The CEO, Chair and Lead Trustee for Volunteering are all available to volunteers for feedback and welfare matters. Confidentiality will be respected wherever feasible.

The CEO is responsible for ensuring that volunteer staff receive adequate time for breaks and refreshment during their allocated working hours.

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If at any time you consider that your rights as a volunteer are not being respected, or that WV does not have a correct procedure or policy in place, then please let the CEO know as soon as possible in order that this can be addressed as soon as is practical.

All volunteers have personal responsibility for health and safety and for ensuring that personal and proprietary information remains confidential. Volunteers should be familiar with the relevant policies and procedures. Volunteers who have access to WV data will be required to sign a confidentiality agreement.

6. Whistleblowing to the Charity Commission

Whistleblowing law is in the Employment Rights Act 1996 (as amended by the Public Interest Disclosure Act 1998). This provides the statutory framework for employment protections for workers who make a qualifying disclosure (or 'blow the whistle') to us about suspected wrongdoing in charities, including crimes and regulatory breaches by their employer.

Please refer to the Charity Commission website for guidance on whistleblowing.

7. Expenses

Volunteers are not expected to contribute to expenses from their own pocket. Volunteers should discuss any planned expenditure before incurring the expense to ensure that it will be repaid. Expenses will not normally be paid without prior approval.

Travelling expenses are not paid to volunteers travelling to their local WV Office. However, if volunteers are required to travel away from this office to another town or village, expenses will normally be offered. This should be agreed in advance with the CEO or Treasurer.

8. Volunteer Absence

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should discuss this with the CEO at least four weeks prior to the date and add it into the office calendar so that the other volunteers are aware and cover can be arranged.

If a Volunteer is unable to attend on a particular day due to illness etc, it is imperative that the office is informed asap in order that cover can be found and alternative arrangements are made.

9. Leaving Volunteering

Volunteers may resign from their role at any time by informing the CEO, chair of trustees or lead trustee for volunteering.

If a Volunteer is not in contact with WV for over 13 weeks the CEO may assume the resignation of a volunteer

10. Responsibility

Overall responsibility for the implementation, monitoring and review of the policy and procedures lies with the CEO. Implementation and adherence to this policy is the responsibility of all volunteers within WV.

11. Review of Policy and Procedures

WV reserves the right to update this policy at any time and at least bi-annually and will provide access to a new policy when updates are completed (on the WV's website), following sign-off by the Board of Trustees.

Appendix A

Wealden Volunteering Induction Checklist

Area	Date completed	Signed by Volunteer
Introduction to other volunteers		
Opening hours – Weekdays and Saturdays		
Health and Safety Information		
Toilet and Kitchen		
Fire Exit and instructions on what to do in the event of a fire or other emergency.		
Security in the office– etc Alarm code and setting		
Computers, log in/passwords etc		
Day messages - process		
Window Display/Poster process		
Membership Scheme: Charity, Business and individual, and sponsorship.		
Leaflets - Organisations in the Area – Bus Timetables		
Day sheet process		
Photocopying and Laminating Cost chart - Petty cash box/Receipts /Payments etc – where kept and locked		
Hearing Aids – procedure to supply batteries Repairs first Thursday in month		
Be familiar with the Wealden Volunteering Website – local information and forms on our website as well as our supporters.		
Understanding The Data Protection process and recording		
Sharing Housekeeping responsibilities		
General office procedures		
Policies required to be read – WV website.		
Conflicts of Interest Policy		
Data Protection Policy		
Disciplinary Policy & Procedure		
Equality & Diversity Policy		
Health & Safety Policy		
IT Policy		
Privacy Policy		
Safeguarding Policy		
Volunteer Policy		