



Volunteer Policy

Approved by the Board of Trustees: April 2026

Review By: April 2028

Chair signature:

A handwritten signature in blue ink, appearing to read "Paul P. K.", is written on a light yellow rectangular background.

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 volunteer involvement. Supporting policies, procedures and guidance provide the framework for safe, inclusive and effective volunteering.

2. Introduction

Volunteers are a vital resource and central to the purpose of Wealden Volunteering. This policy sets out our approach to recruiting, supporting and valuing volunteers, and what Wealden Volunteering expects in return.

Nothing in this policy is intended to create a legally binding relationship, contractual obligation or employment relationship between Wealden Volunteering and its volunteers. Volunteers do not have the same rights as paid employees and may end their volunteering at any time.

3. Expectations

Wealden Volunteering is committed to treating all volunteers with respect, fairness and consistency. Occasionally, additional help may be requested during busy periods. Any extra involvement is entirely optional, and there is no obligation or pressure on volunteers to take on additional tasks.

Volunteers may be involved in activities including:

- providing information and services at offices and pop-up sites;
- matching individuals and groups with volunteering opportunities;
- promoting volunteering and representing Wealden Volunteering at events;
- general office administration and support activities.

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

- volunteers are supported into roles suited to their skills, interests and availability;
- volunteer roles and tasks will be clearly defined;
- Wealden Volunteering will comply with data protection legislation in handling volunteer information.

Volunteers are expected to:

- support the aims and values of Wealden Volunteering;
- represent Wealden Volunteering professionally, including on personal social media;
- carry out their role reliably and to the best of their ability;
- inform the office promptly if they are unable to attend or complete agreed tasks;
- complete relevant training;
- take reasonable care of their own health and safety and that of others;
- comply with all relevant policies and procedures;
- maintain confidentiality of personal and organisational information.

4. Recruitment Wealden Volunteering is committed to equality, diversity and inclusion in volunteer recruitment. All potential volunteers will complete a registration form and attend an informal discussion with the CEO or a volunteer manager.

References and Disclosure and Barring Service (DBS) checks will be requested where appropriate, depending on the nature of the role, particularly where volunteers may work with children or adults at risk.

All volunteers will receive an induction, including familiarisation with relevant policies, procedures and safeguarding responsibilities.

5. Support and Supervision

All volunteers are covered by Wealden Volunteering's Public Liability Insurance.

The CEO is responsible for the recruitment, management and support of volunteers and for ensuring they are aware of relevant policies and procedures.

The trustees and CEO take the welfare of volunteers seriously and welcome feedback, concerns and suggestions. Confidentiality will be respected wherever possible.

Volunteers are entitled to adequate breaks and refreshments during their agreed volunteering hours.

Volunteers with access to personal or sensitive data will be required to sign a confidentiality agreement.

6. Raising Concerns and Whistleblowing

Wealden Volunteering encourages volunteers to raise any concerns about wrongdoing, safeguarding, health and safety or poor practice as early as possible.

Concerns should normally be raised with the CEO, Chair of Trustees or Lead Trustee for Volunteering. Serious concerns may also be reported directly to the Charity Commission.

Concerns should be raised informally in the first instance where appropriate, with a clear process for formal escalation if the issue is not resolved.

While statutory whistleblowing protections apply to employees and workers, Wealden Volunteering is committed to listening to volunteers and ensuring that concerns are handled appropriately and without detriment.

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

7. Expenses

Volunteers should not be out of pocket as a result of volunteering. Reasonable out-of-pocket expenses will be reimbursed where agreed in advance with the CEO and supported by receipts.

Travel expenses are not normally paid for travel to a volunteer's usual place of volunteering, but may be reimbursed for travel to other locations when agreed in advance.

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 end their volunteering at any time by informing the CEO, Chair of Trustees or Lead Trustee for Volunteering.

If a volunteer has had no contact with Wealden Volunteering for 13 weeks, reasonable attempts will be made to make contact before the volunteer is assumed to have resigned.

10. Responsibility

Overall responsibility for the implementation, monitoring and review of this policy lies with the CEO. All volunteers are expected to adhere to this policy.

11. Review of Policy and Procedures

This policy will be reviewed at least biennially or earlier if required, and any updates will be approved by the Board of Trustees and made available on the Wealden Volunteering website.