



DEPARTMENT	PEOPLE
POLICY/PROCEDURE	VOLUNTEER POLICY
DATE OF ISSUE	JULY 2025
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VERSION	2

Overview

The Company aims to offer high quality services to the organisations and people it works with and seeks to offer the support and training necessary to enable members of staff (paid and volunteers) to work effectively and confidently.

Scope

The organisation will ensure Volunteers have the following:

- Clearly designed roles that never displace or replace that of any paid staff, but complement and enhance the work of paid staff;
- Are valued team members and crucial to the organisation;
- Can expect the same fair treatment of paid members of staff;
- A clear induction / supervision, support and training;
- An understanding of all organisational policies and procedures;
- A DBS check and/or risk assessment where appropriate; and
- Undertake fulfilling and responsible roles within the organisation.

Recruitment and Selection

Heads of Departments will identify the Volunteering Opportunity and the following must be completed prior to recruitment:

- Produce a clear Role Description and Person Specification;
- Produce a clear work plan;
- Ensure the capacity is available to support the Volunteer and clarify roles / responsibilities and accountabilities with 'Paid' staff;
- Office space / desk / work area defined where appropriate;
- Head of Department assigned; and
- Advertise and recruit the opportunities through appropriate channels

The Company values diversity and volunteer recruitment and selection practice reflect the organisations policies on equal opportunities and diversity. The recruitment will be based on their ability to undertake the role described.

Expenses

Volunteers are entitled to claim out of pocket expenses for the work they do, and details of entitlements and how to claim will be part of the induction process. Travel expenses can be claimed at public transport rate, but car mileage cannot be claimed by volunteers. In the event of a volunteer not wishing to claim expenses, they will be given the option of donating their unwanted expenses back to the organisation.