



## **POLICY: VOLUNTEERING**

### **1. Introduction**

YANA is committed to involving volunteers at every level to:

- Contribute to the delivery of our services
- Raise awareness of our services and support available
- Make sure we are responsive to the needs of our users
- Provide different skills and perspectives
- Offer opportunities for participation by people who might otherwise be excluded

This volunteer policy sets out the principles and practice by which we involve volunteers.

### **2. Principles**

YANA:

- Recognises that voluntary work brings benefits to volunteers themselves, to service users and to paid staff.
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to our work.
- Will not introduce volunteers to replace paid staff or support other organisation's that do.
- Will not support 'forced' volunteering.
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- Will endeavour to identify and cover the costs of involving volunteers.
- Recognises that the management of volunteers requires designated responsibilities.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible.

### **3. Recruitment**

Recruitment of volunteers will be from all sections of the community, and will be in line with the YANA Equality and Diversity Policy. Positive action in recruitment may be used where appropriate.

People interested in becoming volunteers with YANA may be invited for an informal talk with the Charity Manager. They will be given information about the organisation and specific information on the volunteer post in which they are interested.

All volunteers will be asked to complete a simple application form appropriate to the role they are applying for. Where applicants are not placed in the role applied for, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles.

Every volunteer role has undergone a risk assessment.

#### **4. Volunteer Agreements and Role Descriptions**

Volunteers will receive a role description and volunteer agreement containing full information about their chosen area of work and a clear idea of their responsibilities and YANA's responsibilities to them.

#### **5. Induction and Training**

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

#### **6. Support**

Volunteers will be assigned a named contact person who will provide regular support. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed.

#### **7. The Volunteer's Voice**

YANA is committed to developing consultation and representational procedures for volunteers.

#### **8. Records**

Minimum details will be kept on volunteers. This will include the application form (including emergency contact/s) any other relevant information in accordance with YANA data protection policy. This information will be stored securely and only the Charity Manager will have access to it. Trustees will have access only as a business continuance measure.

#### **9. Expenses**

YANA will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

#### **10. Insurance**

Volunteers will be covered by insurance while carrying out agreed duties.

#### **11. Health and Safety**

YANA will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with our Health and Safety policy.

#### **12. Equal Opportunities**

Volunteers and staff will work in accordance with YANA equal opportunities policy and will prevent discrimination on any grounds.

### 13. Problems

YANA has a policy to help deal with grievances that volunteers may have. In line with this policy volunteers have the right to discuss any concerns they may have with the Charity Manager at any time. Please see the Complaints Policy.

### 14. Endings

When volunteers move on from their role at YANA they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with a member of the management committee.

On the basis of their voluntary work, volunteers will have the right to request a reference.

### 15. Monitoring and Evaluation

YANA will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

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#### Related Documents

- Data Protection Policy
- Expenses Policy (& Claim Form)
- Code of Conduct Policy
- Complaints Policy
- Whistle Blowing Policy
- Equal Opportunities Policy
- Safeguarding Policy
- Social Media Policy

#### Revision history

This policy and related guidance will be monitored by the Chair of Trustees/Charity Manager on a regular basis for compliance and will be reviewed at least annually.

<b>Date policy approved or amended</b>	<b>Amendments</b>	<b>Signed</b>
07/12/2021	V1 approval by trustees	E Haley