

ORGANISATION NAME

VOLUNTEER ENGAGEMENT POLICY

Introduction:

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of Organisation Name.

Organisation Name supports and promotes volunteering throughout the organisation. We take responsibility for ensuring that volunteers within the organisation are appropriately engaged, provided with necessary training, valued for their contribution and respected as colleagues.

In adopting this policy Organisation Name wishes to:

- Formally acknowledge and support the role of volunteers in its mission,
- Set out the principles governing the engagement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers, and
- Encourage and enable, rather than restrict, the involvement of volunteers.

This volunteer policy and accompanying guidelines are intended for use by Organisation Name's staff, volunteers, consultants and contractors.

Policy Statement:

Equality and Psychological Safety

- As a volunteer-engaging organisation, Organisation Name is committed to a policy of equal opportunities and safe and welcoming workspaces. This will apply to recruitment, promotion, training, service delivery, facilities, procedures and all other aspects of volunteer involvement.
- Volunteers will be expected to sign and adhere to our Code of Conduct, a copy of which is in the Volunteer Handbook.

Recruitment & Selection

- Recruitment of volunteers will be from all sections of the community. Appropriate targeting may be used. Prospective volunteers will be interviewed to determine suitability and best fit, based on skills, interests and the needs of the organisation.
- For more details about recruitment, see the Recruitment and Screening Policy in the Volunteer Handbook.

Orientation & Training

- Volunteers will receive a full orientation about Organisation Name, its vision, mission and values, and will be given a clear idea of their rights and responsibilities while serving with us.
- Volunteers will be given all necessary training in the specific roles and tasks to be undertaken.

Support & Supervision

- Volunteers will be assigned a supervisor for day to day management and support.
- Volunteers will be consulted in decisions which affect them.

Problem-Solving

- Organisation Name recognises that problems do arise and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their supervisor.

Expenses & Insurance

- Organisation Name will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.
- Volunteers will be adequately covered by insurance while carrying out agreed duties.

Health and Safety

- All volunteers are covered by the same health and safety policies and provisions as staff. These policies can be found **where**.

Relations with Staff

- Organisation Name is committed to ensuring that volunteer work complements the work of staff, and that it will not be used as a substitute for paid work.
- Steps will be taken to ensure that staff at all levels are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.
- We recognise there may be a need to provide training for those working alongside and managing volunteers.

Investment in Volunteer Engagement

- Organisation Name undertakes to identify and cover all appropriate costs of engaging volunteers effectively, and we recognise the value of a designated leader of volunteers to manage the engagement.

Provided Benefits

- On the basis of their voluntary work, volunteers will receive certain non-financial benefits, including but not limited to: letters of reference, work experience, and networking opportunities.

Monitoring & Evaluation of Engagement

- Organisation Name will systemically monitor and evaluate its engagement of volunteers with reference to this Volunteer Engagement Policy and the Volunteer Engagement Review Policy, which can be found in the Volunteer Handbook.

Guidelines for Engaging Volunteers:

These guidelines are intended for use along with the policy statement. They give further detail on recommended good practice in the engagement of volunteers within Organisation Name.

Preparation

- Prior to recruiting volunteers, full consultation and discussion will take place with staff in the relevant program to develop a clear description of the role. A contact person within the relevant program should be identified and the staff time and expenses to train, support and reimburse volunteers determined.

Recruitment

- Organisation Name will prevent discrimination on the grounds of gender, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, or any other characteristic prohibited by law.
- In order to reach a wide section of the community, recruitment will be by a variety of means including, but not limited to, social media, traditional media, physical posters, direct contact, and word of mouth.
- Targeted recruitment may be used for specific voluntary tasks. For example, **give example**.
- For more details about recruitment, see the Recruitment and Screening Policy in the Volunteer Handbook.

Initial Contact

- People who inquire about becoming volunteers with Organisation Name should be:
 - Given answers to all their questions,
 - Have the next stages of becoming a volunteer with Organisation Name outlined,
 - Provided with an application form,
 - Invited to attend an orientation session, and
 - Invited for an interview with the leader of volunteers.

Selection

- All volunteers must complete an application form, attend an orientation session and a placement interview.
- If volunteers may be working with vulnerable persons, they will be required to have a satisfactory criminal record check with a Vulnerable Sector check

completed prior to starting. Any cost associated with these checks will be covered by Organisation Name.

- All information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

Records

- Details will be kept on volunteers and their service. This may include the application form, references, placement details, any health or other information that may affect role placement, correspondence, emergency contact details and any other information necessary to the effective management of the engagement.
- Records must be kept secure and confidential but accessible to other, approved, members of staff if the leader of volunteers is absent.
- For more details about recordkeeping, see the Volunteer Record Management Policy in the Volunteer Handbook.

On-boarding

- Once a volunteer has been accepted and all requirements completed, they will:
 - Receive the Organisation Name Volunteer Handbook,
 - Be introduced to their supervisor,
 - Be introduced to a more experienced volunteer who will mentor them,
 - Receive any name badges, uniforms, access to the volunteer webpage and volunteer management system as well as any other necessary resources, and
 - Receive any role-specific training required.

Expectations of Volunteers:

- Organisation Name expects volunteers to:
 - Participate in orientation and training sessions,
 - Comply with existing policies and procedures and abide by the Code of Conduct,
 - Attend and perform assigned duties to the best of their abilities at the agreed upon times,
 - Inform relevant staff in a timely manner if unable to attend,
 - Give reasonable notice if unable to continue volunteering,
 - Raise any issues of concern relating to their voluntary work with their supervisor and/or leader of volunteers, and
 - Abide by the values of the organisation while serving.

Placement

- Once a suitable voluntary placement has been identified, details about the frequency and length of commitment and nature of the voluntary activity should be determined. For certain roles, an established trial period may be set.
- Organisation Name reserves the right to terminate a volunteer's involvement, and will give reasons in writing if requested. For more information on volunteer termination, please see the Volunteer Termination Policy in the Volunteer Handbook.

Support and Supervision

- Regular support/supervision will be available to each volunteer. The type and level of support will depend on the needs of the volunteer and the nature of their role. Full information on this will be provided upon placement.
- Each volunteer will have a clearly identified supervisor who is responsible for the day to day management and guidance of the volunteer and who will be able to offer advice, support and feedback on a regular basis.

Expenses

- The procedures for claiming expenses will be clear and accessible.
- Volunteers are required to get advance, written approval for all out of pocket expenses for which they wish to be reimbursed.
- All approved out of pocket expenses will be reimbursed on production of receipts.

Insurance

- Volunteers will have appropriate insurance coverage during such time as they are actively completing assigned tasks for Organisation Name.