

1. POLICY STATEMENT

Volunteers give their time freely to the Dame Hannah Rogers Trust. We rely on these dedicated and generous volunteers and we recognise their contribution to the Trust. We believe all volunteers should be treated fairly and equally. This policy is binding in honour only. It is not intended by the parties to be a legally binding agreement nor is it intended to create an employment relationship between us. Dame Hannah Rogers Trust is committed to excellent practice in volunteering.

2. THE ROLE OF VOLUNTEERS

A volunteer is someone who of their own free will contributes their time, energy and skills to the benefit of the Trust. The Trust offers a wide variety of volunteering opportunities in many areas some of which include:

- Charity Shops – Shop Assistants, Donation Processing, Warehouse & Delivery Team
- Driver – student/young people transport
- Administration/Reception
- Gardening or decorating
- Fundraising Events

These roles are not intended to replace full time staff. Volunteers shall not be considered as employees of the organisation.

The Trust will undertake to recruit, induct and give training as required to all new volunteers. All volunteers are guided by the Trust's policies and procedures some of which include Health and Safety, Safeguarding, Code of Conduct and Equal Opportunities.

A copy of the Code of Conduct is given to new volunteers when their volunteering is confirmed with a sign off sheet to return to state they have received, read and understood its contents.

All volunteers recruited through the Trust will be asked to sign a volunteer agreement. The work of a volunteer is carried out freely and by choice with no financial gain.

3. RECRUITMENT

Volunteers will be recruited using a variety of different means in order to ensure a diverse pool of potential volunteers. New volunteers will be asked to fill out a Volunteer Application Form.

- The new volunteer will be given an interview or a shadow trail shift where a variety of conversations will take place with a nominated manager to discuss the different roles for volunteers, the times for volunteering, and the Trust's volunteer policy.
- A DBS check will be completed, if appropriate. If this does not come back clear then whether or not the Trust can recommend the volunteer will be at the discretion of the Head of Department and Head of HR and in accordance with the Trust's Recruitment of Ex-Offenders Policy.
- Two references will be taken up for all volunteers. If the reference is not satisfactory then whether or not the Trust can take on the volunteer will be at the discretion of the Head of Department and/or Head of HR.

- The volunteer will be given their volunteer agreement and an induction will take place with their line manager.
- The volunteers line manager will remain in constant contact with the volunteer to ensure that everything runs smooth with their experience and any issues can be addressed.
- At the end of the first 3 months of volunteering you will be given a questionnaire to complete which will go back to the Head of Department so as an open and free assessment can be given by the volunteer and the Head of Department can act on anything in confidence where necessary.

4. EQUAL OPPORTUNITIES

The Trust is fully committed to diversity in all areas of its work. We wish to develop and maintain an organisation in which differing ideas, backgrounds, ages and needs are fostered and valued.

5. TRAINING

Any further training after the Induction period will be provided as necessary.

All volunteers will have regular meetings with a nominated line manager, to talk about how their volunteering is progressing.

6. HEALTH AND SAFETY

The Trust has a responsibility for the health and safety of volunteers. Volunteers should at all times follow the Trust's health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area of work. Volunteers should report all accidents to their supervisor and these will be recorded in the Accident Book.

7. INSURANCE

The Trust will ensure that volunteers are covered for insurance purposes in respect of personal injury. The Trust will also ensure that volunteers are provided with professional and public liability insurance. The insurance will not cover unauthorised actions or actions outside the volunteering agreement. Volunteers under the age of 18 will need the permission of their parent or guardian.

8. BENEFITS

Volunteers who are receiving benefits should contact their local benefits agency to inform them that they are volunteering. This may affect their benefit payment.

9. SUPPORT AND RECOGNITION

Volunteers will be given a nominated line manager who will support them throughout their volunteering. The Head of Department will also be available to discuss concerns if there is an issue with discussing this with the line manager

An annual volunteer recognition event is held to highlight and reward the contribution of volunteers to the Trust.

10. ABSENCE/ILLNESS

The Trust acknowledges that volunteers are performing a valuable role within the organisation and hence are relied upon by staff to fulfill their agreed duties at stated times. Volunteers need to understand that if they are unable to attend or expect to be late, it is important that they inform their nominated line manager as soon as possible. We also appreciate advance notice in respect of holidays and days off.

11. RESOLVING PROBLEMS

If a volunteer has a problem, issue/complaint about another volunteer or member of the Trust they should speak to their nominated line manager or the Head of Department in the first instance.

12. CONFIDENTIALITY

In the course of volunteering, a person may well hear of information which is confidential. All volunteers shall be discreet and keep such information confidential. Volunteers should adhere to the Trust's Code of Conduct.

13. VOLUNTEER DRIVERS

Before any volunteer who will be using a vehicle provided by the Trust they must produce a valid driving license and complete the necessary Driver Form for our insurance company. This form is available through the head of service. This will be dealt with via your line manager. Only once this form is processed will you be able to drive a Trust vehicle.

Where the volunteer will be using their own vehicle, they must provide a copy of the vehicle's insurance policy and, if appropriate, the MOT certificate.

The volunteer must report any accidents to the Trust. They must also report any motoring offences or police cautions to the Trust. The Trust will not pay any fines accumulated by the volunteer while they are conducting their volunteering role.

The volunteer must take the vehicle familiarisation test with the appropriate member of staff and familiarise themselves with the Trust Transport Policy.

14. LEAVING PROCEDURE

Volunteers are requested to inform their nominated line manager if they plan to leave. References will be provided to all volunteers who have given a minimum of three months continuous voluntary service.

Dame Hannah's reserves the right to end a volunteer placement without warning if it believes that there is sufficient cause.

The Trust reserves the right to change this policy in line with legislation, ACAS guidelines, best practice or the needs of the business. The latest version updates all other versions and an up to date Policy can be found through your line manager or by contacting the fundraising office.