

Model Policy

Engagement of volunteers (detailed)

The organisation may accept people on voluntary placements for the purposes of work experience, training, development or as part of volunteering projects run by third parties.

This policy sets out the organisation's approach to voluntary placements, engaging with volunteers and employees effectively, placing volunteers in the right departments and ensuring volunteers, employees and the organisation benefit mutually from the placement.

Accepting people on voluntary placements grants that person access to the organisation for their own career development and progression and to gain an insight into the organisation's workplace.

Becoming a volunteer

The organisation will ask the applicant to complete a volunteering application, either through a organisation-sponsored volunteering project, or on an ad-hoc basis. This will cover:

- volunteering project name (if applicable)
- project work sought
- reasons why applicant wishes to volunteer
- dates and times available for volunteering work
- skills, knowledge and expertise they bring to the project
- details of two referees willing to give references
- consent to undertake a DBS Check and medical review/examination (if necessary for the project being applied for).

The application will be considered by the [Insert title such as *Volunteer Coordinator/Volunteer Project manager*]. For applicants on organisation-sponsored volunteering projects, the [Insert title] will review the list of project work available and try to match the applicant to a suitable project.

Volunteer status

Volunteers are not employees of the organisation and will not be used as a substitute in place of part time and full time employment. There will be no legally enforceable contract between the volunteer and the organisation in relation to the placement and therefore there will be payment by the organisation for any work that the volunteer may undertake during the placement. Only employees or workers may receive the national minimum wage; volunteers will not be paid.

The volunteer does not have to accept the offer of a placement and may withdraw at any time, before or after the placement has started. The organisation is also under no obligation to offer the volunteering placement and may also withdraw the placement at any time, before or after the placement has started.

For the sake of convenience, the volunteer and the organisation should try to give each other enough notice of the intention to end the placement. Volunteers may undertake paid work for other Companies or other placements with other entities.

If the organisation chooses the applicant for a project, the relevant Volunteering Project Manager (VPM) will contact the applicant and make arrangements for them to attend the organisation workplace to work on the project, the first day of which will be the volunteering induction programme.

If the organisation chooses the volunteer applicant to be in the workplace on an ad-hoc basis, for instance work shadowing, the relevant line manager that the applicant will be assigned to will contact the applicant and make arrangements for them to attend the organisation workplace. A volunteering induction will occur on the first day of their time with the organisation.

It may be that inductions for projects and ad hoc volunteering occur the week before they start volunteering, as and when inductions are run by the relevant department.

The VPM or line manager will confirm to the applicant that no payments for the voluntary work will be made, except for reimbursement of reasonable travel and subsistence. Those will be reimbursed by submitting receipts to the VPM or line manager each week and payable through the organisation's expenses system.

Duration of placement

The work that volunteers are asked to do is not pre-defined and the period of time that a volunteer may work for the organisation are not pre-set; the work and period of engagement will be considered on an ad-hoc basis upon each application.

Volunteer commencement arrangements :

Induction programme

Before the volunteer commences their project, the organisation will ensure the volunteer has attended the volunteering induction programme.

The induction sets out the goals and expectations of the project and the types of work that the applicant will undertake. Volunteers are required to keep organisation information confidential and not disclose it to third parties. They are also required not to make use of or take advantage of confidential information during the volunteer placement or project, or after it has ended.

All the organisation's policies and procedures will apply to the volunteer during their time volunteering. The organisation will arrange access for the volunteer to the relevant policies and procedures for the duration of their volunteering project or placement and ensure the access arrangements are explained during the induction.

Volunteers will be trained in relation to the requirements of their project or placement. The volunteer's line manager may identify further training needs during the course of the volunteering project or placement.

Health and Safety

The organisation's health and safety policies apply to volunteers. During the induction, volunteers will receive training in the hazards and risks relevant to their project or placement.

Driving

For volunteers who will drive during their placement or project, copies of the driving licence need to be submitted to the line manager. These need to be resubmitted if there is a change made by the DVLA to the licence. The use of private

vehicles also requires a current motor insurance certificate and current MOT certificate to be submitted.

Manager

Volunteers will be assigned a line manager, either for the project they are placed on or the placement within the workplace. Questions may be directed to the volunteer's line manager and any problems should be referred to the line manager in the first instance for informal resolution. Where this does not bring about the desired outcome, the volunteer may use the organisation's Complaints Procedure. If a problem cannot be resolved, it should be put in writing to *[insert role]* whose decision will be final.

Engagement Folder

The organisation will maintain an engagement folder for each volunteer, containing a copy of the signed volunteer agreement (VA). The VA sets out the volunteer's specific role and restrictions, how long the placement will run for, and any parts of the business which may not be entered. The VA sets out the expense payment and insurance arrangements and who the volunteer's line manager is.

The engagement folder will also hold:

- a copy of the signed non-disclosure and confidentiality agreement
- an indication of the location of the organisation's policies and employee handbook, with attention drawn to specific aspects
- information on the organisation's which the volunteer may find useful, including the areas in which the volunteer will be based
- information on any other volunteering projects available at the organisation
- a copy of this policy.

Reviews

Volunteers will meet with their line manager for a review of the work being undertaken under the project or placement every three months as a minimum.

Complaints

Any complaints received about a volunteer will be handled by the volunteer's line manager in the first instance, by meeting with the volunteer to discuss the complaint and establish what happened. If the explanation is not satisfactory the organisation will end the volunteering arrangement with immediate effect. A volunteer that is

dissatisfied with a decision to end the volunteering arrangement may write to [insert role], whose decision will be final.

Insurance and liability

Volunteers should not act outside their project role or activities set out as part of their placement. Volunteers must ensure they take reasonable care of both themselves and others who may be affected by their actions or inactions. This includes clients/customers and members of the public.

The appropriate level of insurance is provided as part of organisation-sponsored volunteering projects which extends to personal injury, professional and public liability insurance if a volunteer does not possess this themselves.

Vicarious liability for the actions of volunteers may arise when the volunteer is carrying out work on a project or in the workplace. The volunteer may also be jointly liable for their own wrongful acts or omissions. As indicated in the organisation's health and safety policy, volunteers are under a duty to follow the policy and procedures that apply to their volunteering placement.

The [Insert role such as Volunteering Project Manager (VPM) or the volunteer's line manager] will complete a risk assessment in respect of health and safety.

If an accident occurs on a project or in the workplace, this should be reported to the organisation and recorded in the Accident Book.

Use of organisation's vehicles* (* delete if not(wher applicable)

Volunteers that have organisation vehicle accidents should report them to their line manager. The organisation's insurance policies should cover any issues arising from vehicle accidents where the volunteer has supplied the necessary documentation during their volunteering induction. Liability for fines or offences committed by the volunteer using organisation vehicles remains with the volunteer. The volunteer is referred to the organisation Vehicle Policy for more details on the arrangements for organisation vehicles.

Policy Review

This policy will be reviewed every 2 years, or earlier if changes to the law or organisational change requires it.

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