

# The Source Young People's Charity

**Name of policy:** Volunteer Policy

**Date approved by Board of Trustees:** October 2020

**Date this policy will be reviewed:** September 2023

**Person responsible for this policy:** Director

## The purpose of this policy

*The Source* values the contribution of each of its Volunteers and wishes to ensure that they too get as much as possible from the experience. We therefore provide on-going support and training as appropriate, in order to achieve this. This policy sets out how we go about this.

## Attracting volunteers

*The Source* draws Volunteers from a wide network of organisations and individuals. Enquiries can come in any form but mostly by phone, email or through the website. A staff member will telephone the prospective Volunteer and, where appropriate, will ask for a CV and a covering letter explaining their interest in volunteering for *The Source*. If suitable, they will be offered an informal interview. Should *The Source* and the Volunteer decide to go ahead with a volunteering opportunity, the Director or a Co-ordinator will write to the prospective Volunteer confirming this.

## Induction and training

New Volunteers will receive an induction delivered by one of the team members. This will include:

- Information about *The Source*, its vision, values and future plans, with where to access all its policies.
- Essential procedures such as timekeeping and legal confirmation of hours worked for benefits purposes, confidentiality, expenses, health & safety, etc.
- The role of each Volunteer
- Information about training and on-going learning opportunities.

## Trial period

There will be a trial period of four weeks to give *The Source* and the Volunteer time to discover if they are suited to each other. A review will be made mid-way through this period and also at the end. This is not an assessment. It is to ensure that both *The Source* and the Volunteer benefit from the volunteering experience.

## Support

Each Volunteer will receive training and on-going support to enable them to carry out their role. This will be arranged through the Line Manger as the Volunteer's key contact throughout their time with *The Source*.

## **Expenses**

Volunteers will be reimbursed for agreed travel and other expenses. Normally this will be on the basis of valid receipts.

## **Insurance, health and safety, accidents and risk assessment**

*The Source* has public liability insurance which covers the activities of Volunteers. Health and Safety issues are covered in our Health & Safety Policy.

## **Resolving problems**

We want our Volunteers to have a good experience volunteering with *The Source*, but if we do not meet their expectations, they should feel comfortable about letting us know. Initially they should talk to their Line Manager in order to sort things out before these become a problem. If the Volunteer does not feel this is resolving things they should speak to their Line Manager's Manager. If a serious problem persists, the Whistleblowing Policy describes further steps they can follow.

## **Confidentiality**

When they join, Volunteers have the confidentiality guidelines explained to them and are required to sign *the Source's* Confidentiality Agreement. They are also expected to follow our Internet Usage Policy, which includes the use of social media, the Confidentiality and Information Sharing Policy, and the Serious Incident and Disaster Policy, which covers contact with the press.

## **Equality, diversity and inclusion**

*The Source* is committed to embracing diversity and promoting equality and inclusion. When representing *The Source*, Volunteers are expected to also follow this commitment.