

Volunteers Policy



1. Introduction

- 1.1.** Volunteers are vital to the work of the Eldonian Community Trust ("the Charity"). This policy outlines the principles and practices by which the Charity engages, supports, and values its volunteers.
- 1.2.** The Charity is committed to providing a safe, inclusive, and rewarding environment for all volunteers, while ensuring that volunteering activities support our charitable objectives and the needs of our community.

2. Definition of a Volunteer

- 2.1.** A volunteer is someone who freely gives their time, skills, and experience to support the Charity's work without receiving financial compensation. This includes trustees, project helpers, event assistants, and public representatives.
- 2.2.** Volunteers are not employees, and this policy does not create a contractual relationship. However, we are committed to treating volunteers with fairness, dignity, and respect.

3. Recruitment and Selection

- 3.1.** Volunteers are recruited based on their suitability for specific roles and the needs of the Charity.
- 3.2. All volunteers will:**
 - 3.2.1.** Complete a volunteer application form
 - 3.2.2.** Attend an informal interview or induction session
 - 3.2.3.** Provide references if required
 - 3.2.4.** Undergo a DBS check if their role involves regulated activity with children or vulnerable adults
- 3.3.** The Charity is committed to equal opportunities and welcomes volunteers from all backgrounds.

4. Volunteer Roles and Responsibilities

- 4.1.** Each volunteer will be provided with a role description and clear expectations.
- 4.2.** Volunteers are expected to:
 - 4.2.1.** Follow the Charity's policies and procedures, including safeguarding, health and safety, GDPR, and code of conduct
 - 4.2.2.** Carry out tasks reliably and to the best of their ability

- 4.2.3. Represent the Charity positively in all public interactions
- 4.2.4. Respect confidentiality and professional boundaries
- 4.3. Volunteers must not represent themselves as employees or enter into commitments on behalf of the Charity unless authorised.

5. Induction, Training, and Support

- 5.1. All volunteers will receive an induction, including:
 - 5.1.1. Information about the Charity's mission, values, and key policies
 - 5.1.2. Role-specific training
 - 5.1.3. Introduction to key staff and trustees
- 5.2. Ongoing support will be provided through regular contact with a named supervisor or volunteer coordinator.
- 5.3. Additional training may be offered to support skill development and ensure safe and effective volunteering.

6. Health, Safety, and Safeguarding

- 6.1. Volunteers have a duty to take care of their own health and safety and that of others.
- 6.2. Volunteers must:
 - 6.2.1. Comply with the Charity's Health and Safety Policy
 - 6.2.2. Report any accidents or hazards immediately
 - 6.2.3. Complete safeguarding training where relevant
- 6.3. Volunteers working with children or vulnerable adults will be subject to safeguarding checks and role-specific training.

7. Expenses

- 7.1. Volunteers may claim reasonable, pre-approved out-of-pocket expenses such as:
 - 7.1.1. Travel costs (public transport or mileage)
 - 7.1.2. Meals (when volunteering over a defined time period)
- 7.2. Expense claims must be submitted with receipts within 30 days and will be reimbursed according to the Charity's Expenses Policy.

8. Volunteer Involvement and Feedback

- 8.1. The Charity welcomes volunteer feedback and encourages active participation in planning and evaluation.
- 8.2. Volunteer contributions will be recognised and celebrated through thank-you events, references, or certificates of appreciation.

- 8.3.** If a volunteer has concerns, they should raise them with their supervisor. Complaints will be handled in line with the Charity's Complaints Policy.

9. Ending the Volunteer Relationship

- 9.1.** Either the volunteer or the Charity may end the volunteering arrangement at any time.
- 9.2.** Where issues arise, every effort will be made to resolve them constructively. The Charity reserves the right to end a volunteer relationship at the Trustees discretion.

10. Review and Approval

- 10.1.** This policy was approved by the Board of Trustees on Friday 9th May 2025 and will be reviewed every two years or as required.