

Writing a Volunteer Policy

Why have a volunteer policy

A volunteer policy will give a framework for volunteer involvement in your organisation. It may refer to any other policies that include volunteers, bringing it all together in one document.

A volunteer document demonstrates the commitment and care that has gone into involving volunteers. It allows volunteers to know where they stand, how they can expect to be treated and where to turn if things go wrong.

It may be helpful to look at other volunteering policies to get an idea of the style, language and complexity that would suit your organisation.

The following areas will form the basis of your policy

Introduction

- Why do we involve volunteers in our work
- What values and principles is this based on?

Recruitment

- How and where will we advertise opportunities?
- What recruitment methods will we use e.g. application forms, interviews?
- What will we do if someone is unsuitable for the role?
- How and when will references be taken up?
- What roles, if any, will require DBS checks?

Induction and training

- How are volunteers welcomed into the organisation?
- What information are they given?
- What training, if any, is essential to the role?
- What opportunities to develop skills will volunteers have?

Expenses

- What expenses will be covered?
- How will these expenses be paid?

Support and Supervision

- What support and supervision is available?
- How frequently will it take place?

Insurance

- What is the level of cover?
- Are there any boundaries e.g. age and location?

Equal opportunities

- Are volunteers covered by your organisation's equal opportunities policy?
- What does this mean for volunteers?

Health and safety

- How are you exercising your legal duty of care to volunteers?
- How is information regarding health and safety communicated to volunteers?

Problem solving

- What processes are available to enable volunteers to raise issues they are concerned about?
- How are any problems with the work of volunteers addressed?

Confidentiality

- What is required of volunteers?
- How are volunteers protected?

Useful Links:

- [Volunteers and Volunteering](#)
- [Volunteers handbook](#)