



## **Volunteer Policy**

### **STATEMENT OF INTENT**

Volunteers are key to the work we undertake and play an essential role in our organisation. They will be treated with respect and valued for their time and commitment in supporting local families and their children on Friends of the Family's behalf.

### **AIM**

Friends of the Family will:

- ensure that all volunteers are provided with appropriate information, training and regular support so that they feel confident in their voluntary role
- recognise and value volunteers' individual skills and provide opportunities for them to contribute their expertise
- provide opportunities for volunteers to offer feedback as part of the ongoing monitoring and evaluation of the work of the charity

### **METHODS**

#### **Recruitment**

All prospective volunteers are asked to complete an application form and come for an interview to find out their suitability, their skills and how best their potential might be realised within Friends of the Family. They will also be required to provide two references from people who have known them for a minimum of 3 years. Proof of identity will be required at interview in the form of photo ID and all voluntary roles are subject to a clear enhanced DBS check. We offer equality of opportunity by using non-discriminatory procedures for volunteer recruitment and selection, within the criteria of the individual roles available

#### **Volunteer Charter**

Each volunteer will have a copy of the Volunteer Charter (see appendix) to establish what Friends of the Family is committed to provide for them. This document is not a contract and Friends of the Family has no intention of creating a contract with any volunteers. Volunteers will be made aware of the Code of Conduct for Volunteers which is in the Safeguarding Policy and will be expected to adhere to these guidelines.

#### **Induction and Training**

All volunteers will be required to complete initial training to fulfil their volunteer role and will also be required to complete the online NSPCC safeguarding training course. Friends of the Family will also offer additional training opportunities as required.

## **Support**

Volunteers will have a named person as their main point of contact. They will be provided with regular contact and support both informally and formally to discuss their needs and any issues that they may have within their volunteering role. They will be supported to achieve their full potential within this role.

## **Complaints Procedure**

Volunteers are encouraged to air their views and discuss any issues or complaints they may have concerning their work with Friends of the Family. This is in accordance with our Complaints Policy.

## **Insurance**

All volunteers are covered by Friends of the Family's public liability insurance whilst on the premises or engaged in work as a volunteer. The certificate for public liability insurance is available on request. It is the responsibility of volunteers to inform their motor insurance company if they are using their car in their volunteering role.

## **Health and Safety**

Friends of the Family will risk assess all organised activities on and off site. All volunteers will have some knowledge of risk assessment and how to report an incident if required. If their volunteering role involves them making home visits alone then they will be given training in line with the Lone Worker Policy and its Home Visiting Guidelines. Most Befriender activities will have been risk assessed by Friends of the Family already but any other activities with a focus child must be approved beforehand by the Project Manager. A record of all Befriender visits must be entered in the online Befriender Diary.

## **Equality Diversity and Inclusion**

Friends of the Family are committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all volunteers. Volunteers will be expected to have an understanding of and commitment to our Equality Diversity and Inclusion Policy.

## **Confidentiality and Privacy**

Volunteers are bound by the same requirements for confidentiality and privacy as paid staff. Through training, volunteers will be provided with and asked to sign of Friends of the Family's Confidentiality and Privacy Policies.

## **Expenses**

### **Volunteer Expenses**

When you volunteer with Friends of the Family you are giving us, and our families, the precious gift of time. We appreciate that you will incur some costs during your time volunteering with us, and this policy aims to give guidance on volunteer expenses and how you can make a claim.

### **Mums and Young Children volunteers**

For volunteer playworkers, we will reimburse car parking fees for attendance at MYC sessions. Receipts must be provided, and claims should be made half termly.

## **Befriending volunteers**

For volunteer befrienders, we will reimburse reasonable travelling expenses incurred when travelling with the focus child from the placement home to an activity and returning to the placement home. These include cost of rail/bus fares; 45p per mile mileage allowance for a private car, and car parking. Receipts for fares and/or parking must be provided.

In line with the ethos of the Befriending service, we do not encourage expensive activities with your focus child. To cover any reasonable out of pocket expenses that you may incur such as refreshments, entry fees etc, there is small weekly budget available of up to £10. Receipts must be provided.

The weekly budget, if not used, may be rolled over for a maximum period of 4 weeks. Therefore, the maximum claim for one visit, if rolled over, is £40.

## **Expense claims**

All volunteer expenses should be claimed half termly and it is your responsibility to claim your expenses in a timely manner. All claims must be accompanied by relevant evidence and submitted using the Expense Claim Form (see appendix A).

Any other request for reimbursement of expenses must be discussed in the first instance with the Project Manager and approved prior to a claim being submitted for payment.

## **Ending Volunteer Role**

If volunteers are unable to adhere to the Friends of the Family policies or their practice gives cause for concern, they will be asked to discuss this with their Project Manager and or the Chair of Trustees, where support will be offered. If the issues are not resolved then the relationship between Friends of the Family and the volunteer will be ended.

Policy reviewed and approved at Friends of the Family meeting: 17 July 2024
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Next review date: July 2026
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## Appendix 1: Volunteer Charter

Friends of the Family is committed to treating all volunteers with the respect and rights equal to those of any paid and contracted staff. This Charter describes the arrangement between Friends of the Family and a volunteer. It indicates our commitment to you and your endeavours, as well as making sure that your volunteering experience is both rewarding and enjoyable.

### Friends of the Family will:

- provide you with initial and ongoing training related to your role as a volunteer.
- provide you with regular support and guidance.
- provide you with appropriate information to support you in your role.
- adhere to all protocols, good practice and policies to ensure your wellbeing and encourage your professional growth.
- recognise your individual achievements and provide references upon successful completion of your volunteer commitment if required.
- repay reasonable expenses incurred in relation to your volunteer work.
- hold your personal information in accordance with General Data Protection Regulations.

### As a volunteer you will:

- agree to give the time specified for the voluntary role you are participating in.
- give reasonable notice of any changes in personal circumstances which may affect your role as a volunteer.
- always adhere to Friends of the Family's policies and procedures.
- maintain confidentiality at all times.  
attend training opportunities to ensure that you are prepared for all aspects of working within your voluntary role.
- accept guidance and regular support from the organisation.

Signed:

Print Name:

Date:



## Appendix 2: Volunteer Expense Claim – to be submitted half termly

Name:				Date of claim:	
General Expenses (attach receipts)					
Receipt number	Date	Details	Service	Amount	
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
Sub Total:				£0.00	

Mileage Claim Calculated @45p per mile				
Receipt number	Date	Details	Mileage	Amount
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
Sub Total:				£0.00

Total Claim: £0.00

### Notes for completion

This form can be used by volunteers and trustees.

We will pay your expenses within 7 working days.

Please attach all receipts to the email and number each one accordingly

Please name the receipts as follows: **Date of claim\_Name of the person requiring reimbursement\_receipt number** (eg 5.7.22\_JoSmith\_1)

Any expenses claimed should be agreed with the Service Manager in advance before submitting a claim.

### Account details

If we do not have your bank account details on file, please provide them below to ensure swift payment

Name	
Bank	
Sort	
Account Number	