

## Volunteer Policies and Agreements



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## Concerns from Forum members

Aspects of Volunteer Agreements or Volunteer Policies that Forum members want to discuss.

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## Why have Volunteer Agreements?

- Sets out expectations for both organisation and volunteers.
- Reduces risk of creating contract.
- Reduces sense of obligation on part of volunteer.
- If things go wrong then a robust agreement can assist both organisations and volunteers.

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## Things to think about

- The type of volunteer setting
  - Outdoors volunteering.
  - Health or social care setting.
  - Sports club/ social club / community centre.
  - Volunteering from home.
  - Within service users' homes. Lone volunteering.

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## The type of role

### Examples

- Volunteering with vulnerable people.
- Volunteering with equipment.
- Volunteering with access to money.
- Driving roles.

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## Issues that might affect volunteers

- Their physical and mental health.
- Their age – young vols, under 16 vols.
- Childcare or other caring responsibilities.
- The state benefits that might be claiming.
- Past offences / disclosures on CRB checks.
- Volunteers who speak English as a second language.

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## Policies and Agreements:

The Policies and agreements should take into account:

- Where the roles take place.
- The types of role undertaken.
- The support and supervision available.
- The people who are your volunteers.

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## What to include in an Agreement?

- Data protection
- Confidentiality
- Expenses
- Past offences / future offending
- Supervision and support
- Problem solving (if something goes wrong)
- Safeguarding
- Checklist to sign / Volunteer Handbook

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## Policies and Procedures

Data Protection

- Where is information about the volunteer kept.
- Who has access to this information within the organisation.

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## Policies and Procedures

### Confidentiality

- In relation to customers, clients or service users.
- In relation to other volunteers and staff members within the organisation.

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## Policies and Procedures

### Expenses

- What out of pocket expenses are reimbursed.
- How often are they reimbursed.
- Procedures for reimbursing – receipts etc.

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## Policies and Procedures

### Past offences / future offending

- What type of offences might prevent someone volunteering.
- What roles would need CRB/ISA registration
- What happens if a volunteer offends

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## Policies and Procedures

### Supervision and support

- Who is responsible for volunteer.
- Who trains the volunteer.
- Does the volunteer know who to go to if there is a problem.

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## Policies and Procedures

### Problem solving

- Avoid legal sounding employment terms.
- Are their guidelines for what might and might not be acceptable behaviour.
- Is there a procedure in place to deal with disputes/disagreements and problems?
- Is it robust? Is it fair? Is it transparent?

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## Putting it into practice

- Policies need procedures
- Agreement applies to all stakeholders
- Support is available

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## How to find out more

Volunteer Centre Newcastle website, in:  
Organisations and Groups – Resources

Username: VCN  
Password: goodpractice

Volunteering England website  
[www.volunteering.org.uk](http://www.volunteering.org.uk) in:  
Managing Volunteers – Good Practice Bank

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