

ARIF-GENERATION

VOLUNTEER POLICY

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VOLUNTEER POLICY

Introduction

1. Our volunteers come from a range of sources and backgrounds. All of our volunteers add hugely to our work in our effort of providing access to sexual health services to young Ethiopians and Eritreans
2. Our role is to encourage volunteers to not only contribute to our work, but also to get the most personally from doing so. However, we care for vulnerable people and their needs and safety are paramount. Consequently, becoming a volunteer also entails obligations.
3. This policy lays out a framework to support everyone in achieving these objectives.

Staff Responsibilities

4. **Trustees.** Responsible for supporting and governing our organisation, volunteer strategy and delivery of the volunteer programme, including thanking and recognition procedures.
5. **Managers.** Responsible for managing the full spectrum of volunteer activities and support at establishment level. These responsibilities are to be reflected in job descriptions. Managers are also responsible for providing a tailored induction for each person, which must include data protection and Health & Safety.
6. **Staff.** Making our volunteers feel welcome, supporting them in developing their experience and ensuring that they are treated fairly.

Volunteer Roles

7. Volunteers enable us to improve the quality of our services in a way that we would otherwise not be able to do. We do not use volunteers to substitute for normal staffing.
8. **Governance and Strategy.** Trustees ensure that we are governed well, and support and guide the Trustees in leading us and maintaining high standards.
9. **Fundraising.** Volunteers help to raise funds that enable us to purchase services and items that we would otherwise be unable to afford.
10. **Other Roles.** The only limit to the range of roles a volunteer might fill is the time that he or she is able to commit and his or her skills and experience. Volunteers may also be employed in administration, facilities, communications and other positions when appropriate.

Recruitment, Selection and Induction

11. The attached application form is to be used to manage applications and subsequent administration, then retained on each volunteer's personal file.

DBS Checks

12. DBS checks for volunteers in our UK operations are not mandatory. This is due to the nature of our services, which do not involve volunteers in regulated activities or direct management of finances.

Supervision and Support

13. Trustees are responsible for providing supervision and support appropriate to each volunteer's role. This is to include supervision, appraisal and personal development, if appropriate.

Training

14. Volunteers may only undertake activities which they are competent to carry out and essential training will be provided, if necessary, for them to do so. However, training that is not necessary for this purpose is not to be provided, as this may be deemed to be a non-cash benefit, which could contravene tax and/or benefits regulations.

Recognition

15. At Arif-Generation, we deeply value the contributions of our volunteers. Their dedication, time, and talents are the backbone of our mission to positively impact communities. We commit to recognizing and supporting each volunteer's efforts, providing a welcoming and inclusive environment, and offering opportunities for personal and professional growth.

Recruiting

16. Our recruiting messaging for volunteers will reflect the above factors and volunteering should be included in the charity's marketing strategy. As part of this, consideration will be given to segmenting the volunteer base. For example, people who volunteer for roles such as manning reception or helping-out at a community centre for an hour or 2 are most likely to come from the local community, whereas web or social media volunteers, or similar, may be home based and could be drawn from a wide geographical area.
17. Equally, we consider also the most effective recruiting channels. There are no absolutes, but business and professional people are more likely to use LinkedIn, whereas teenagers are more likely to be on Instagram/SnapChat. We will not overlook organisations that advertise volunteer roles at no cost, such as the [Charity Job](#) recruitment site, [Do It, Reach](#) and [ICAEW](#).

Retention

18. We will seek to support each volunteer by recognising what they gain from doing so, minimising the barriers and providing appropriate recognition for their contribution to our work. Volunteers are to be included in recognition systems.
19. Trustees should not overlook the power of simply saying thank you when they meet people who give their unpaid time to our charity.
20. However, it is very important that whatever the recognition is, that it is something the volunteers genuinely value.

Finance

21. Any necessary purchases made on our behalf should have the prior approval from the trustees.

Expenses

22. Volunteers are entitled to be paid reasonable expenses for costs incurred in accordance with our Expenses Policy. However, they may not be paid or given non-cash benefits, as these may inadvertently create a contract of employment, create tax liabilities or impact on an individual's benefits, if he or she is in receipt of these. If in any doubt, the advice of the HR Manager is to be sought.

Insurance

23. An indemnity insurance should be arranged to provide adequate insurance cover for volunteers whilst undertaking voluntary work that has been approved and authorised. However, we are not able to reimburse volunteers items that may be lost or damaged, unless arising from negligence on the part of our staff.
24. For volunteers who are generous enough to use their own vehicles for our activities, their vehicle insurance policy must include business use.

Legal and Administration

25. Whilst administration is kept to a minimum we must meet specific obligations to protect both volunteers and the vulnerable adults that we care for. Each volunteer is to be given and sign a volunteer agreement or other appropriate document.

Health & Safety at Work (H&SW)

26. Trustees are responsible for ensuring that anyone who works or visits an establishment receives an appropriate H&SW briefing and, where applicable, training. The actual requirements for each volunteer will vary depending on their experience and the role he or she carries out.

Benefits

27. People are allowed to volunteer while claiming state benefits, including means-tested benefits such as jobseeker's allowance (JSA), incapacity benefit, income support, and employment and support allowance (ESA). They may volunteer for as many hours as they wish to, but there are specific rules that they must comply with. This [link](#) provides guidance, but rules can change and may depend on circumstances, so the individual should approach their benefit provider for clarification.

Equal Opportunities and Diversity

28. Our Equality and Diversity policies are fully applicable to volunteers. Reasonable adjustments are to be made to support volunteers with special needs. We believe that

diversity is strength, and value all staff regardless of their age, ethnicity, gender, religion, physical abilities or sexual orientation. We will treat each other with honesty, respect and consideration, and will work together to support each other. We will not tolerate bullying or harassment.

Dispute Resolution

29. If a volunteer has a concern, this should be raised in the first instance with his or her manager. Every effort is to be made to resolve any concern informally. However, if need be, volunteers have the right to use our Grievance and Public Disclosure (Whistle Blowing) procedures.
30. In respect of breaches of policies or procedures, or inappropriate behaviour by a volunteer, including events in an individual's private life that may impact upon our work, the relevant member of the Management Team would remind the individual of the standards required.
31. Serious or repeated breaches by a volunteer may result the individual being invited to relinquish his or her position. In such an instance the individual may appeal to the line manager of the member of the Management Team who made this decision, but must do so in writing within 10 days of being notified of the decision. There would not normally be a need to hold a meeting with the individual, unless in this was felt to be appropriate and the individual was willing to attend.

Monitoring and Evaluation

32. The chair will issue guidance on the monitoring and evaluation of the contribution that volunteers make, which is to be reported annually to the board of Trustees. This is to include the numbers and time commitment of volunteers at each establishment and the roles filled.
33. This is to be reported in the annual Directors' Report and Accounts. Appropriate objectives are to be built into the annual business plan to monitor and develop the contribution our volunteers make to our work.

Review

34. This policy and supporting volunteer policies are to be reviewed annually.

Appendix 1- Volunteer Application Form

Arif-Generation is committed to safeguarding and promoting the welfare of young people, vulnerable adults, and expects all employees and volunteers to share this commitment.

Personal Details

Title.....First Name.....Last Name.....

Known as (abbreviated/alternative forename)

Address.....

.....

Postcode.....

Mobile No.....Home No.....

Email Address.....

Please say why you are applying for voluntary work at Arif-Generation. Include any skills or experience that you can bring to the role along with what you would like to achieve from the volunteering. Continue on a separate sheet if necessary.

Have you Volunteered before?

YES/NO

If yes, please provide details:

Please provide details of employment and/or work experience and other volunteering roles that you have undertaken

Do you have any particular needs that we should be aware of so as to best support your volunteering with us?

References

Please provide two referees, one from your current or most recent employer and one character reference. Please let your referees know that we may contact them.

Employment Referee	
Name	
Address	
Telephone Number	
Occupation	
Email Address	

Character Referee	
Name	
Address	
Telephone Number	
Occupation	
E-Mail Address	

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. This post is subject to an enhanced DBS or PCC check for Ethiopian Nationals.

Please note that it is a criminal offence for a person that has been barred from working with children and young people to work or volunteer in a charity.

Declaration

I confirm that I have read and agree to the Arif-Generation Volunteering Policy



I declare that the information given on this application form is true and correct

Name.....

Signature.....

Date.....