

Volunteer Policy

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Introduction & Aims

1. Volunteering is the commitment of time and energy for the benefit of our community. It is undertaken freely and by choice, without concern for financial gain.
2. **Ponsanooth Community Benefit Society (PCBS)** believes in the value of voluntary activity as an essential expression of citizenship. We are committed to ensuring that volunteers within our organisation are appropriately involved, valued for their contribution, and respected as colleagues.

The aims of this policy are to:

- Formally acknowledge and support the vital role of volunteers in our work.
- Set out the principles and guidelines that ensure good practice when working with volunteers.
- Encourage and enable, rather than restrict, the involvement of volunteers from all sections of the community.

Our Commitment to Volunteers

PCBS is committed to providing a positive and supportive environment. We will ensure that all volunteers receive:

- **A Clear Role:** A well-defined role description so you understand your responsibilities.
- **Full Induction & Training:** A comprehensive induction to the organisation and any training necessary for your role.
- **Support & Supervision:** A named contact person for regular support, supervision, and feedback.
- **Respect:** To be treated as a valued colleague and have your views and opinions heard.
- **A Safe Environment:** To be covered by the same health and safety provisions as paid staff.
- **Insurance:** To be adequately covered by our insurance policies while carrying out agreed duties.
- **Reimbursement of Expenses:** To have any reasonable out-of-pocket expenses reimbursed in a timely manner.
- **Fair Treatment:** To be treated in accordance with our Equality, Diversity & Inclusion Policy.

The Volunteer Journey

Recruitment & Selection

Recruitment of volunteers will be from all sections of the community, in line with our Equal Opportunities Policy. The process is as follows:

1. **Initial Contact:** An informal discussion to explain the role and answer any questions.
2. **Application:** Interested individuals will be asked to complete a simple application form.
3. **References:** We will take up two references.
4. **Checks:** For roles involving work with vulnerable people or positions of trust, appropriate background checks will be conducted in confidence.

Induction & Trial Period

All new volunteers will receive a full induction, which will cover the organisation's aims, policies, procedures, and their specific role. A trial period will be agreed upon to ensure the role is a good fit for both the volunteer and the organisation.

Leaving the Organisation

Volunteers are free to leave at any time. We simply ask for reasonable notice so we can make alternative arrangements. We may also ask volunteers to leave, providing written reasons if requested. Volunteers have the right to request a reference based on their work with us.

Key Principles & Procedures

- **Equal Opportunities:** We are committed to a policy of equal opportunities. Volunteers are expected to always adhere to this policy.
- **Confidentiality:** Volunteers are bound by the same confidentiality conditions as paid staff and must not disclose any sensitive information they may access.
- **Health & Safety:** All volunteers are covered by our Health & Safety Policy and are responsible for taking reasonable care of their own health and safety and that of others.
- **Problem Solving:** We aim to resolve any problems at the earliest stage. Volunteers should discuss any issues with their named contact person in the first instance.
- **Relationship with Paid Staff:** The work of volunteers is designed to complement, not substitute, the work of paid staff. We will foster good working relationships between staff and volunteers.

Policy Review

This policy will be reviewed every two years, or sooner if required by changes in legislation or organisational need.