



## **2.d Volunteer Policy**

### **Policy Statement**

Volunteers play a particularly important role in the work of The Bumblebee Children's Charity (hereafter known as the Charity). As a charity, people are our most important asset. We therefore recognise that it is crucial that we attract volunteers to our organisation to help us achieve our charitable purpose and associated goals.

We provide appropriate support and supervision to allow volunteers to realise their full potential in their role with the Charity. We appreciate and value the significant contributions that volunteers make to the aims and objectives of The Charity. We are committed to compliance with all relevant legislative obligations relating to the environment in which our volunteers carry out their role.

### **Eligibility**

The Charity will consider involving anyone who wishes to volunteer with us. However, prospective volunteers must demonstrate a commitment to the aims of the Charity and their availability as volunteers must align with the needs of the Charity. We provide a volunteer recruitment process, which is free from any unlawful discrimination.

### **Recruitment and Selection**

Depending on the role to be filled, our recruitment and selection process may include the following stages:

- Preparing a Volunteer Role description;
- Preparing and placing a volunteer recruitment advertisement on our website;
- Agreeing selection criteria;
- Meeting volunteer candidates, collectively or individually, to discuss the nature and expectations of the volunteer role;
- Shortlisting applicants against agreed selection criteria;
- Notifying interview candidates and unsuccessful applicants;
- Interviewing of candidate volunteers by a suitably briefed interview panel;
- Assessing candidates against agreed selection criteria;
- Offering a volunteer role to the successful candidate(s);
- Notifying unsuccessful candidates;
- Verifying relevant educational qualifications of successful candidate(s);



- Checking employment or other references with referees nominated by a successful volunteer candidate;
- Issuing a volunteer agreement for the volunteer's signature;
- Providing interview feedback to unsuccessful candidates who request it.

## **Confidentiality and Data Protection**

The Charity respects the right to privacy and confidentiality of our volunteers and prospective volunteers. The Charity may, from time to time, in the course of administering its business, and exercising its legal rights and performing its legal obligations in connection with the recruitment of volunteers, need to process both personal data and special categories of personal data (including, for example, information relating to health). The Charity will process such data in accordance with the General Data Protection Regulations and the policies of the charity.

## **Reference Checks**

Reference checks which involve contact with third parties will only take place once The Charity forms a clear view that it would like to recruit a candidate volunteer. The Charity will always request the permission of the candidate volunteer in advance of checking references. Reference checks for every candidate volunteer are carried out in the same way.

## **Training and Development**

Before a volunteer commences their role, they will be invited to an induction. As part of their induction, the volunteer will be provided with a detailed Volunteer Role Description. The Volunteer Role Description specifies the responsibilities and tasks involved in the volunteer's role and The Charity's expectation as to the manner in which these responsibilities and tasks will be carried out and any other relevant information applicable to the role. The volunteer will have an opportunity to voice any queries they may have about their role. In addition, the volunteer will be provided with information about the Charity's:

- Vision, mission and organisational structure and how their role fits into this.
- Support available to volunteers including key contacts and communication channels.
- Premises, equipment and facilities.
- Safeguarding policies and procedures.
- Health and safety policy, including any applicable risk assessments in respect of the volunteer's role.



- Code of Conduct for Volunteers as set out below.
- Grievance and disciplinary procedures as set out in the staff handbook.
- All other relevant policies and procedures.

An appropriate level of training is offered to all volunteers to enable them to fulfil their role as effectively as possible.

### **Trial Period**

A trial period may be set in respect of volunteer roles to ensure both the volunteer and The Charity are satisfied with the volunteering arrangement. The duration of the trial period is dependent on the nature and hours of the volunteer role.

### **Support and Supervision**

Volunteers have access to support and supervision from the teaching lead and trustees during their trial period and throughout their volunteering period. Difficulties that arise will be dealt with in a fair, open and efficient way and in line with The Charity's grievance and disciplinary procedures as set out in the staff handbook.

### **Code of conduct for volunteers**

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written volunteer role description to a satisfactory standard;
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following The Charity's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role;
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;



- Acting in a way that is in line with the purpose and values of the charity and that enhances the work of the charity;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers;
- Reporting any health and safety concerns;
- Keeping confidential matters confidential;
- Maintaining an appropriate standard of dress and personal hygiene;

**Reference material:**

[NCVO help and guidance: involving volunteers](#)

This Policy was adopted by the Bumblebee Children's Charity on

Signed on behalf of the trustees

Date.....10.01.24.....

Name of signatory

Signed ...Lindsay Warne ...

Role of signatory

Charity Administrator