



4.5 Volunteer and Student Policy

Policy Statement

Volunteers/students 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/students to our organisation to help us achieve our charitable purpose and associated goals.

We provide appropriate support and supervision to allow volunteers/students to realise their full potential in their role with the Charity. We appreciate and value the significant contributions that volunteers/students 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/students carry out their role.

Eligibility

The Charity will consider involving anyone who wishes to volunteer with us. However, prospective volunteers/students must demonstrate a commitment to the aims of the Charity and their availability as volunteers/students 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/student Role description;
- Preparing and placing a volunteer/student recruitment advertisement on our website;
- Agreeing selection criteria;
- Meeting volunteer/student candidates, collectively or individually, to discuss the nature and expectations of the volunteer/student role;
- Shortlisting applicants against agreed selection criteria;
- Notifying interview candidates and unsuccessful applicants;
- Interviewing of candidate volunteers/students by a suitably briefed interview panel;
- Assessing candidates against agreed selection criteria;



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- Offering a volunteer/student 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/student candidate;
- Issuing a volunteer/student agreement for the volunteer's/students 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/students and prospective volunteers/students. 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/students, 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/student. The Charity will always request the permission of the candidate volunteer/student in advance of checking references. Reference checks for every candidate volunteer/student are carried out in the same way.

Training and Development

Before a volunteer/student commences their role, they will be invited to an induction. As part of their induction, the volunteer/student will be provided with a detailed Volunteer/student Role Description. The Volunteer/student Role Description specifies the responsibilities and tasks involved in the volunteers/students 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/ student will have an opportunity to voice any queries they may have about their role. In addition, the volunteer/student will be provided with information about the Charity's:



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- Completing a risk assessment/induction form with the volunteer/student to include the following:
 - Vision, mission and organisational structure and how their role fits into this.
 - Support available to volunteers/students 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 volunteers/students role.
 - Code of Conduct for Volunteers/students as set out below.
 - Grievance and disciplinary procedures as set out in the staff handbook.
 - All other relevant policies and procedures.
 - The charity to support the ongoing CPD of the volunteer/student

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

Trial Period

A trial period may be set in respect of volunteer/student roles to ensure both the volunteer/student 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/students role.

Support and Supervision

Volunteers/students 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/students

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



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- Fulfilling their role as outlined in their written volunteer/student role description to a satisfactory standard;
- Performing their volunteer/student 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/student in the course of the volunteers/students 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/students;
- 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/students](#)

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

Signed on behalf of the trustees

Date.....August 26.....

Name of signatory

Signed ...Lindsay Warne ...

Role of signatory

Charity Administrator