

VOLUNTEER POLICY

Volunteer Centre Greenwich—Members Factsheet

What is a volunteer policy?

A volunteer policy is a document that outlines how your organisation works with and engages volunteers. It should:

- Reflect your organisation's thinking about volunteering.
- Be rooted in the aims and values of your organisation.
- Provide a practical point of reference to appropriate people within your organisation about how to work with and engage volunteers.

It should be reviewed regularly to ensure its validity and pertinence.

Why create a volunteer policy?

It is a good idea to develop a volunteer policy at the early stages of working with, or planning to work with volunteers. It can be a good planning tool, help you avoid confusion in working with volunteers and think holistically about how you engage people.

If you already engage volunteers it can also be a good exercise to create one to re-examine what you are doing and write things down in case staff move on. At its simplest a volunteer policy can be something that outlines why you involve volunteers and statements to support this.

At its most advanced a volunteer policy can be a huge document covering all operational aspects of working with volunteers. What should be included in your volunteering policy:

The best volunteer policies are often those that are very comprehensive and holistically cover how you work with volunteers. Sections in your policy can include:

- Your mission, aims and objectives
- Statement as to why you involve volunteers
- How new volunteer roles are developed
- Who has overall responsibility for volunteers at your organisation?
- How you will recruit volunteers?
- How volunteers will be inducted and what this will cover?
- What supervision and support volunteers will receive?
- What recognition and rewards volunteers will get?
- What happens when volunteers leave
- Complaints and volunteers, what happens when something goes wrong?
- Health and safety and volunteers
- Equal opportunities and volunteers Policy review date