

River Worth Friends

Volunteer Policy

Purpose of our Volunteer Policy

River Worth Friends' volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

Our Vision and Mission for Volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for us people will be making a positive contribution to our beneficiaries, volunteers are vital to what we do!

Volunteer Induction and Training

River Worth Friends will ensure all volunteers are trained, supported and supervised safely. This includes ensuring that volunteers understand:

- their role
- health and safety arrangements
- safeguarding arrangements
- buddying arrangements – working with other experienced volunteers
- conduct and confidentiality rules
- how to claim expenses and what is eligible
- who they can go to if they have any questions, concerns or problems.

Recognizing Volunteers Work

We recognize the importance of the contributions made by our volunteers. To show this we may organize volunteer socials, yearly get-togethers, social media posts, and special events.

Expenses

At the discretion of the Trustees, River Worth Friends will reimburse reasonable out of pocket expenses incurred when undertaking activities on behalf of the Charity. Details of expenses incurred along with evidence (receipts, bus tickets etc) must be presented to the Treasurer or event leader. Electronic copies of documentation are acceptable. Payment will be made by bank transfer. Documentation will be retained by River Worth Friends and filed.

Insurance, Health and Safety, Accidents and Risk Assessments

River Worth Friends is covered by employers' and public liability insurance which covers the volunteering activities you will be doing. Volunteer activities will have risk assessments performed and risk mitigation actions put in place. We will give volunteers clear instructions on how to perform key tasks safely.

Resolving Problems

We hope that volunteers will have a very enjoyable experience volunteering with us. However, if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. First of all, talk to the person who leads the team where you volunteer and he or she should be able to sort it out with you before it becomes a problem. If you do not feel this will resolve things you can speak to the Chair or any of the Trustees.

See also the River Worth Friends Complaints Policy which describes the formal complaints procedure.

Standards of Behaviour

Volunteers should conduct themselves in a way that does not reflect badly on River Worth Friends. Be respectful of others, remain polite, don't break confidentiality and treat everyone equally. This includes any posting on social media.

See also the River Worth Friends Conduct and Communication Policy.

Equality, Diversity and Inclusion

Our Charity is committed to embracing diversity and promoting equality and inclusion. When representing River Worth Friends as a volunteer we expect you to support our commitment to promoting equality.

See also the River Worth Friends Conduct and Communication Policy.

Adopted by the Trustees on 23 September 2024.