

**Volunteering Policy**

Volunteers make a vital contribution towards the aims and objectives of Wellspring West Sussex and they help to enhance the range and quality of services provided by the charity by giving their time, skills, knowledge or experience.

Wellspring West Sussex is committed to best practice in the recruitment, support and management of volunteers. This policy covers volunteers acting ‘on behalf of’ Wellspring West Sussex and it is underpinned by the following principles:

* Wellspring West Sussex will ensure that volunteers are properly integrated into the organisational structure;
* Wellspring West Sussex expects that trustees and staff will work positively with volunteers and, where appropriate, will actively seek to involve them in their work; and
* Wellspring West Sussex recognises that volunteers require satisfying work and will help volunteers do their work effectively.

Wellspring West Sussex is committed to equal opportunities and believes that volunteering should be open to all regardless of race, gender, religion, sexual orientation, political beliefs or offending background that does not create a risk to vulnerable groups including children. If a volunteer has a special need or disability that makes their involvement difficult, every effort will be made to involve them. An explanation will be given if this is not possible. The acceptance of volunteer assistance for a particular role is made on merit, with the sole selection criterion being the individual’s suitability to carry out agreed tasks.

Information about volunteers which are not relevant to the performance of the volunteering tasks concerned will be disregarded by the organisation in terms of recruitment and selection.  Personal information recorded about volunteers is stored and maintained securely as outlined in the Privacy Policy of Wellspring West Sussex.

Volunteers will be given an appropriate level of scrutiny for the volunteering task to be assigned to them. A clear description (verbally and in writing) of the volunteer’s role will be given.

Wellspring West Sussex values the contribution of our volunteers and aims to ensure that there are no barriers to involvement. The trustees recognise that the reimbursement of expenses incurred in travelling to and from the place of volunteering or in the course of volunteering is important from an equal opportunity perspective.

Volunteers for Wellspring West Sussex can claim reasonable out-of-pocket expenses, subject to the production of receipts as evidence of the expenditure. Volunteers will be given clear guidance on what expenses can be claimed from the organisation and how these should be calculated. Wellspring West Sussex has a consistent approach to the reimbursement of expenses which are the same for volunteers, staff and trustees, based on the authorised Mileage Rate (45p per mile).

The trustees will be responsible for providing information on Wellspring West Sussex and its policies and will provide support for the duration of their volunteering assignments. Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

Wellspring West Sussex encourages feedback and volunteers will be given the opportunity, where relevant, to share their views and opinions with the charity’s trustees.

Wellspring West Sussex will seek to recognise volunteers’ achievements and contributions in a variety of ways. Volunteers will be given formal recognition of their contribution (e.g. internal awards, articles in newspapers and newsletters, thank you letters etc.).

Volunteers are covered by the Public and Employer’s Liability Insurance of Wellspring West Sussex. The organisation does not insure the volunteer’s personal possessions against loss or damage.

Wellspring West Sussex places significant importance on the confidentiality and security of individuals’ personal information and we will always try to take appropriate precautions.  Volunteers must ensure sensitive information remains confidential; this includes the personal information of supporters, beneficiaries and volunteers, as well as information relating to the overall business of the charity.

Confidentiality agreements are signed by all volunteers working with Wellspring West Sussex.  Failure to maintain confidentiality may result in termination of a volunteer’s relationship with Wellspring West Sussex.

Wellspring West Sussex aims to treat all volunteers fairly, objectively and consistently and seeks to ensure that volunteers’ views are heard, noted and acted upon promptly. Wellspring West Sussex will aim for a positive and amicable solution to any complaint raised in accordance with the procedures in its Complaints Policy.  Volunteers are encouraged to raise any problems with the trustees at the earliest opportunity, so that issues may be resolved promptly and informally.

Wellspring West Sussex recognises the rights of volunteers to:

* know what is (and what is not) expected of them
* have adequate support in their volunteering
* receive appreciation
* volunteer in a safe environment
* be insured
* know their rights and responsibilities if something goes wrong
* receive relevant out-of-pocket expenses
* receive appropriate training
* be free from discrimination
* be offered the opportunity for personal development

Wellspring West Sussex expects volunteers to:

* be reliable and honest
* respect confidentiality
* make the most of training and support opportunities
* carry out tasks in a way that reflects the aims and values of the organisation
* carry out tasks within agreed guidelines
* respect the work of the organisation and not bring it into disrepute
* comply with the organisation’s policies

This policy is to be read in conjunction with the following policies:

* [Safeguarding Children and Young People Policy](https://ambertrust.org/safeguarding/)
* [Privacy Policy](https://ambertrust.org/privacy-policy/)

This policy is reviewed regularly and updated as required.

Adoption date: 12/02/24  
Next review date: 12/02/26