



Volunteer management policy

## **1. General policy**

- 1.1 The trustees of The Big Story Trust recognise the distinctive contribution that volunteers make in working out the organisation's purposes.
- 1.2 In recognising that contribution, our policy is:
  - To value the status of volunteers as a core part of the charity with a distinctive but complementary role to that of paid staff;
  - To ensure, as far as is possible, that the role of volunteer is mutually beneficial to both the charity and the volunteer, managing volunteers in such a way that ensures the needs of both parties are met;
  - To provide support, guidance, encouragement and an operating environment that enables volunteers to operate effectively and with appropriate line management where necessary;
  - To encourage volunteers to grow in their personal discipleship;
  - To provide suitable training opportunities so that volunteers can make a real impact;
  - To, as far as possible, integrate volunteers into the charity providing regular and relevant communication of strategic decisions;
  - To provide a personal point of contact for all volunteers;
  - To provide adequate and appropriate facilities, equipment and resources to enable volunteers to fulfil their roles.
- 1.3 In constructing this policy, the trustees have considered the guidelines produced by "know how non-profit" as suggested by the Charity Commission. trustees are recommended to read these guidelines in full.

## **2. Taking on and involving volunteers**

- 2.1 The Big Story Trust implements a fair, effective and open system in the recruitment and selection of volunteers and treats all information collected in the process as confidential and in accordance with the data protection principles.
- 2.2 Wherever possible, vacant volunteer roles together with selection materials will be made widely available to prospective volunteers.
- 2.3 All potential volunteers will go through a recruitment and selection process that is appropriate to the role offered. This process is designed to assess whether the volunteer opportunities available match the potential volunteer's skills, qualities and interests.
- 2.4 If unsuccessful, individuals will be provided with feedback and offered an opportunity to discuss the outcome and possibly to identify other volunteering opportunities that might exist.

- 2.5 The charity operates a separate safeguarding children and other vulnerable beneficiaries policy. Any volunteer seeking to work in this area will be subject to the requirements of that policy.
- 2.6 Volunteers will be made aware of the key responsibilities of their role in an appropriate way. Methods of communication may include:
  - An informal conversation with their point of contact or supervisor;
  - A welcome letter explaining what is expected of them and the support that they can expect to receive from the charity;
  - The provision of guidelines provided by the charity;
  - A more formal job description.
- 2.7 Formally or informally, the expenses policy operated by the charity will be explained to the volunteer ensuring that they fully understand what expenses can be claimed and the process for claiming expenses.
- 2.8 For certain roles, the charity may wish to issue volunteer agreements.
- 2.9 All volunteers will undertake an induction period of 3 months to better understand the values of the charity and its structures and procedures.
- 2.10 All volunteer placements are subject to a settling in period of 3 months after which there will be a formal review meeting between the volunteer and their supervisor.

### **3. Management of volunteers**

- 3.1 All volunteers will undertake regular periodic informal reviews with their personal point of contact or supervisor as an opportunity to discuss issues, difficulties, performance and outcomes.
- 3.2 Any training needs must be suitable and relevant to the role of the volunteer. Such needs must be identified and agreed by the charity and the volunteer. The cost of any required and agreed training will be met by the charity.
- 3.3 For certain roles and types of training the trustees can insist that volunteers attend training as a requirement for continuing in the volunteering role.
- 3.4 In some cases, and in order to monitor the work of volunteers and to assess how they are managed, a personal file may be maintained. Where this is the case, the volunteer will be informed; the information will be stored in accordance with the relevant data protection principles; and any file will be available for inspection by the volunteer at any reasonable time.
- 3.5 The charity and the volunteers agree that the intellectual property rights of any original work produced by the volunteers automatically transfers to the charity.

#### **4. Standing down or removal of volunteers**

- 4.1 Volunteers are encouraged to give some notice before standing down, but the trustees accept that all volunteers can stand down at any time without giving notice.
- 4.2 The trustees reserve the right to remove volunteers in circumstances which, after investigation if necessary, are deemed to be detrimental to the charity. These include but are not limited to:
  - Persistent incidents of minor misconduct:
    - Continually arriving late;
    - Absence that is not notified and has not been agreed beforehand;
  - Incidents of gross misconduct including:
    - Theft;
    - Physical violence towards staff, other volunteers, members of the public;
    - Gross negligence.
  - Actions or comments made by the volunteer which are deemed by the trustees to represent a significant defamatory or reputational risk to the charity;
- 4.3 On request, the trustees will provide a basic factual reference for all volunteers. This will not extend to providing character references.

#### **5. Adoption of this policy**

- 5.1 The trustees of The Big Story Trust formally accepted this policy on 27<sup>th</sup> April 2017.