



# **VOLUNTEERING POLICY**

**REVIEWED SEPTEMBER 2022**



## **About This Policy**

At the Dame Kelly Holmes Trust, we believe that all young people should have an equal opportunity to be the best version of themselves. We are here to equip young people with the positive behaviours and mindset to tackle the disadvantage they face due to inequality in their everyday lives. This improves their wellbeing, helps them build healthy relationships and unlocks the confidence, self-esteem and resilience to achieve in education, work and life.

Volunteers can play a crucial role in helping us to achieve our mission and our goals. We are incredibly grateful for their support and want to make sure all our volunteers have a safe, rewarding and enjoyable experience.

The Volunteer Policy recognises the significant and valuable role volunteers play in supporting the Trust to maximise our impact. This policy reflects our commitment to volunteering at the Trust and sets out a framework of procedures and best practice, which we will endeavour to follow when recruiting and working with our volunteers, to ensure that both volunteers' and the Trust's expectations are met.

The policy is for volunteers recruited by The Trust and colleagues working with those volunteers. It will be provided to all volunteers at the time of their induction with the Trust.

## **Dame Kelly Holmes Trust – Volunteer Definition**

A trust volunteer is someone who, unpaid and of their own free will, chooses to give their time, energy, skills and expertise to support the Trust in achieving its aims. A Trust volunteer can be anyone from the age of 16 and is recruited within our safe recruitment process detailed below. The arrangement is voluntary on both sides. The charity's relationship with volunteers is based on trust and is not intended to have the obligations associated with employment. No payment, other than the reimbursement of agreed out-of-pocket expenses, is made by the Trust to people who give their time as volunteers.

Trust volunteers support the charity in several ways, including:

- Supporting young people to move into employment, education, or training, for example by mentoring young people or delivering talks and workshops on our programmes.
- Working and supporting colleagues, for example by providing administrative support in our offices or helping to deliver strategic projects.
- Championing the Trust by helping to spread the word and connecting us with communities and partners.
- Raising funds, for example by helping to run events, promoting the ways to give money, and connecting us with their networks.
- Building the community, for example by helping to recruit, train or support other volunteers.



We expect that both our volunteers and paid staff to always aim to behave in a positive manner which includes:

- Staying focused on helping others be the best they can be
- Achieving excellence in everything that we do
- Trustworthy and Reliable
- Commitment & Teamwork

### **What Volunteering Means to Us**

We believe that by harnessing the passion and skills of our volunteer community, we can achieve more for young people and are committed to engaging volunteers in this mission wherever possible. We aim to deliver a sector leading volunteering experience so that our volunteers enjoy supporting us and feel well-equipped to support the work of the Trust. We are committed to making the Trust the best organisation to volunteer with. To ensure that volunteers are at the forefront of everything we do, we aim to:

- Ensure that our volunteers understand what we expect from them, and what they can expect from us in return.
- Attract volunteers with the right skills to support young people and the Trust.
- Deliver a sector leading volunteering experience, through processes and ways of working, which makes it enjoyable and easy to support us.

### **Safeguarding**

The Trust is fully committed to national safeguarding standards across all of our operations, and we operate with a child and young person-centred approach. It is the aim of the organisation to deliver its activities and programmes with the welfare and safety of all children and young people at the centre of all design and delivery.

The Trust has a legal and moral responsibility to implement procedures that provide a duty of care to all children and young people and to safeguard their wellbeing and protect them from abuse or poor practice on any grounds.

Our safeguarding policy applies to all staff and volunteers employed directly by Dame Kelly Holmes Trust as well as those representing Dame Kelly Holmes Trust as contractors, on a full or part-time basis and will be shared with any new starter, as well as a safeguarding briefing and overview of good practice principles and practice to be avoided as part of their induction.



Our Safeguarding and Protecting Children policy is guided by the following principles:

- The welfare and safety of children and young people (under 18 years of age) is the primary concern.
- We aim to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all children and young people:
  - Have a positive and enjoyable experience of our programmes in a safe and person-centred environment
  - Are safe and protected from any harm whilst participating in a Dame Kelly Holmes Trust led activity

The Trust acknowledges that some children and young people, including those with disabilities, can be particularly vulnerable and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare. It is the responsibility of the child protection experts to determine whether the safety and welfare of a child or young person is at risk, but it is everyone's responsibility to report any concerns.

Where The Trust feels it is necessary, failure to meet the obligations of the Safeguarding Policy and the Code of Behaviour, may lead to a volunteer being asked to step back from volunteering temporarily or permanently, or other appropriate action. Volunteers taking on roles that are eligible for a Disclosure and Barring Service (DBS) check, or equivalent, will be required to undertake a relevant check. If required, this will be made clear on the volunteer role description and during the application process. We welcome volunteers from a range of different backgrounds and having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence.

### **Safe Recruitment**

The Trust believe that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of children and young people and to keep them safe. We are committed to practise in a way that protects them. Our safer recruitment procedures will enable The Trust to reduce the risk of the potential abuse of children and young people.

When recruiting trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of the Dame Kelly Holmes Trust, all reasonable steps will be taken by the Trust to ensure suitable people are selected. The process for recruiting employees will be led by specific line managers and the CEO with support from HR.



The process for recruitment:

- Job description and person specification is approved
- Job/role is advertised
- CV and cover letters are submitted
- Interview or meeting held with prospective employee/volunteer (to ensure suitability to work with children)
- Check documents to confirm a person's identity
- At least two references obtained for successful applicant
- Dependent on job/role a criminal record check will be completed e.g., an enhanced Disclosure and Barring Service (DBS) check
- Induction
- Training and supervision

The Trust requires any individual engaged in Regulated Activity or Regulated Work to undertake a criminal record check in order to work/volunteer with children and young people. Depending on the nature of the role and the level of supervision the Dame Kelly Holmes Trust will require either Enhanced or Enhanced with barred list checks. A criminal record check should be completed every three years. Any positive disclosures will be risk assessed and a decision will be made if an individual is suitable to take up their role.

Good recruitment process is essential to ensure the best people are chosen for the roles they undertake. Official checks and vetting procedures are on their own, not enough to protect children and young people. They are only part of a wider set of practices and an organisational culture which supports safe practice.

All our regular volunteers must read and agree to the Volunteer Commitment and Code of Conduct which outlines what is expected from the volunteer and what they can expect from the Trust. In commencing their role, the volunteer commits to the aims, values and key policies of the Trust. They also commit to delivering the key tasks outlined in the relevant role description. This Volunteer Commitment does not and is not intended to create a contract of employment between the Trust and volunteers. When appointed, an appropriate named contact for that role will lead on the relationship management of the volunteer. This may be a colleague or a volunteer. The named contact is responsible for guiding and supporting the volunteer in their role and should be available to discuss any aspect of the volunteer's role. A volunteer will be informed in writing (letter or email) if their Trust contact changes.



## **Training and Support**

Volunteers will have a valuable set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences. To help ensure that volunteers are appropriately equipped for their role, each volunteer must undergo the appropriate induction and training process prior to commencing their role, alongside continuous training, where appropriate, whilst volunteering with the Trust.

Each volunteer will be provided with relevant management and ongoing support.

The Trust will also provide appropriate recognition and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s), commitment and length of service.

## **Health & Safety**

Volunteers must take reasonable care of themselves and others while volunteering for the Trust and follow any health and safety advice and instruction given for their role. Volunteers should cooperate with the Trust on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury). Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

The Trust will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance is outlined in the Health and Safety Policy.

## **Expenses**

The work of the Trust is enhanced by our volunteers and are very grateful to those that do not claim any expenses incurred for their work carried out. However, we do reimburse reasonable expenses which are in line with the Trust's Volunteer Expenses Policy.

## **Insurance**

The Trust provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on Trust activities. The Trust does not provide motor insurance cover. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.



All volunteers that hold Business Class motor insurance will be automatically covered for their work on behalf of the Trust. However, if their insurance is limited to social and domestic use then they will have to discuss their role as a Trust volunteer with their insurance company to ensure that they are fully covered. Volunteers will be asked to sign the relevant section on the Expenses form to confirm that they have agreed to drive on Trust business with their insurers before we can reimburse mileage costs.

### **Data Protection and Confidentiality**

The Trust will protect volunteer information in accordance with the relevant data protection legislation including the General Data Protection Regulation (GDPR). Data will be held securely and confidentially and will only be accessed by authorised individuals. Please see our Privacy Policy on the website for further information about how we collect, manage and use the personal data of our volunteers. We expect all volunteers to comply with the Trust's Data Protection Policy and associated policies.

When using the Trust's devices or IT systems as part of their role, volunteers must read, understand and sign up to our Electronic Communications & Systems Policy prior to starting their role.

When volunteering with the Trust, volunteers are likely to become aware of confidential information about the Trust, its staff, young people supported by the charity and third parties. All volunteers are required to maintain confidentiality and should not disclose the organisation's information during their volunteering services and any time afterwards.

### **Intellectual Property**

When signing our Volunteer Commitment, a volunteer assigns, by way of future assignment to the Trust, all Intellectual Property created by them as part of their role as a Trust volunteer or credited to them during the term of their volunteering, provided that the assignment shall not include intellectual property which is not connected in any way whatsoever whether directly or indirectly with their volunteering.

### **Feedback and Complaints**

Although the Trust makes every effort to ensure that any experience of volunteering with us is positive and rewarding, we recognise that volunteers at times may experience difficulty within their role or they may want to share feedback or raise an issue with a member of staff or another volunteer.



In the first instance, volunteers should talk to their named contact or the Office Manager at to try to resolve the issue, get advice or share feedback. We will make every reasonable effort to resolve difficulties at an early stage and we always review feedback and learn from it.

However, where the areas of concern cannot be resolved by these means, please refer contact the CEO.

There may be occasions where named contacts may have concerns around a volunteer's behaviour or approach. In this case, staff contacts will approach the volunteer directly to discuss any concerns they may have amicably and openly and resolve difficulties at an early stage.

### **Leaving the Trust**

Volunteers are free to cease volunteering with the Trust at any time by speaking or writing to their named contact. When deciding to finish volunteering with us, we ask that volunteers give us as much notice as possible to help us organise alternative arrangements. Upon leaving a volunteer role, we may offer an exit interview to reflect on their experiences and improve our volunteer opportunities. There are many ways to support young people through the Trust and so we encourage volunteers to stay in touch and get involved in the future.

There may also be times when the Trust will ask a volunteer to cease volunteering. This may be because the role no longer supports the needs of the organisation and its current work, or because the volunteer is no longer able to satisfactorily carry out a particular role. When this happens, we will endeavour to give as much notice as possible to the volunteer and try to find an acceptable alternative role. In all cases, the volunteer will be treated fairly, with dignity and respect.

### **Policies referenced**

Policies linked to this Volunteering Policy are available at any time by contacting the Office Manager at and will also be made available through the volunteers' induction.

- Equality and Diversity
- Safer Recruitment Policy
- Safeguarding Policy
- Volunteer Agreement, Commitment & Code of Conduct
- Health and Safety Policy
- GDPR Policy
- Electronic Communications & Systems Policy
- Volunteer Expenses Policy

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