Florence Park Community Association
MANAGING VOLUNTEERS POLICY

Date Ratified:	August 2025
Next Review Date:	June 2027
Organisation Name:	Florence Park Community Association, Charity No. 1159506

1 Introduction

This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to staff, volunteers and trustees within the organisation. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

2 Our Commitments

We recognise volunteers as an integral part of the organisation. Their contribution supports our mission and strategic aims, and complements the role of the Trustees and of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the organisation, its clients, community and the volunteers themselves.

Appropriate steps will be taken to ensure that any paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers. Volunteers will not be used to replace paid staff.

We are committed to offering a flexible range of opportunities and to encouraging a diversity of people to volunteer with us, including those from under-represented groups such as youth, people with a disability, older people and people from black and minority ethnic communities. And to encourage an open and fair inclusiveness process for volunteers to get involved.

We will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering.

We recognise that people have a right to participate in the life of their communities through volunteering and can contribute in many ways. We recognise our responsibility to organise volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

3 Who is a Volunteer?

Volunteers are individuals who undertake activity on behalf of our organisation, unpaid and of their own free choice. Volunteering:

- is undertaken freely, by choice
- is undertaken to be of public/ community benefit
- is not undertaken for financial gain

Work experience placements and internships are not the same as volunteering. Trustees are volunteers with responsibility for governance of the organisation.

Volunteers may be involved on a one – off, short term or on a longer term, regular basis. They may be involved:

- in the direct delivery of our services
- on our board of trustees
- in community engagement to raise awareness of our work
- in one off events and promotional activities
- in our community venue

Volunteers are valued for:

- bringing additional skills and new perspectives to the organisations
- enabling us to be more responsive and flexible in our approach
- championing our cause within the wider community
- enhancing the quality of our work and of client experience
- promoting the wellbeing of users of services, staff, local communities and themselves

4 Roles and Responsibilities

The Centre Manager has responsibility for the development and co-ordination of voluntary activity within the organisation, including volunteering policies and procedures and the welfare of volunteers.
All volunteers will have a designated person for guidance, support and supervision. They will take a lead in ensuring this policy is upheld and that the volunteer has the information and support they need. This designated person could be a group leader (employee) or a trustee. Any Staff responsibilities for volunteers will be explicitly referred to in their job/role description.

The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or to undertake particular tasks or for the organisation to provide continuing opportunities for voluntary involvement, provision of training or benefits.

However, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the organisation expects of volunteers and what volunteers expect of the organisation.

4.1 The organisation expects volunteers:

- to be reliable and honest
- to uphold the organisation's aims as expressed in the charitable objects set out in the FPCA constitution and comply with organisational policies
- to contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
- to carry out tasks within agreed guidelines

4.2 Volunteers can expect:

- to have clear information about what is and is not expected of them

- to receive adequate support and training if needed
- to be insured and to volunteer in a safe environment
- to be treated with respect and in a non-discriminatory manner
- to be recognised and appreciated
- to be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- to know what to do if something goes wrong

5 Recruitment and selection

Equal opportunities principles will be adhered to in recruiting volunteers. **Opportunities will be widely promoted,** so as to attract interest from different sectors of the community. **Positive action to target recruitment may be used where appropriate**. Opportunities to volunteer will be open widely and without exclusivity, **with a positive and inclusive approach in each instance.**

Information will be made available to those enquiring about or starting long-term regular volunteering, including information about the nature and purpose of the volunteering role, key tasks, skills required and benefits. A risk assessment will be undertaken on such volunteer roles by the lead staff member concerned.

Recruitment will usually involve an informal interview, , the taking of references may be appropriate. The process will be defined and consistent for any given role - for example the recruitment process for trustees, regular volunteers and for volunteers for one off events will be tailored in each case and may differ from one another.

Where applicants are not able to be placed in their preferred role, they will, where appropriate, be provided with feedback and given the opportunity to discuss alternative volunteering roles.

For roles which involve care giving and/or sustained and direct contact with young people or adults at risk, volunteers will be required to have a full DBS disclosure check. DBS disclosures are dealt with in the strictest confidence. A criminal record is not necessarily a bar to volunteering.

6 Induction and training

Long-term regular volunteers will be given induction and training appropriate to the specific tasks to be undertaken by the group or activity leader.

7 Support and supervision

Volunteers will be offered support and supervision as appropriate and this is discussed during induction. Arrangements vary according to the volunteer and the role undertaken, and may include telephone support, group meetings or one to one reviews.

8 Recognition

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's committee, at staff meetings etc.

Formal recognition of the contribution of volunteers is expressed through annual reports, website articles, social media, and in person.

9 Dealing with problems

The organisation aims to treat all volunteers fairly, objectively and consistently. It seeks to ensure that volunteers' views are heard, noted and acted upon promptly.

We will attempt to deal with any problems informally and at the earliest opportunity. All volunteers will have a named person to whom they can turn in the case of any difficulty. Where informal resolution is not possible, the organisations 'Complaints' policy will be adhered to.
Volunteers will be made aware of the organisation's complaints policy and how to use it. They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the organisation.

10 Expenses

Volunteers will be given clear information about what expenses can be claimed and how to make a claim.

11 Moving on

When volunteers move on from volunteering with us they can provide feedback on the volunteering experience by way email/phone/in person to their supervisor.

Volunteers who have remained with the organisation for at least 3 months will have the right to request a reference. Volunteers will be supported to move on to other options.

12 Organisational policies relevant to volunteers include

- Complaints policy
- Data Protection policy
- Equal opportunities, harassment and violence policy
- Health and safety policy and procedure
- Safeguarding policy