

# Volunteer Policy

The objective of the volunteer policy is to ensure everyone within KL Community Cupboard understands why volunteers are involved and their value.

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## 1. POLICY STATEMENT

The Community Cupboard is a non-profit charitable organisation and its purposes are to:

- A. provide donated/surplus food and hot meals to residents within our local communities (Kirkby Lonsdale and its surrounding areas) who are in need of support.
- B. help to reduce food waste.

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

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

The Community Cupboard from here on out will be referred to as the CC.

This Volunteer Policy is underpinned by the following principles:

- CC will ensure that volunteers are properly integrated into KL Community Cupboard's structure and that mechanisms are in place for them to contribute to CC's work
- CC does not aim to introduce volunteers to replace paid staff
- CC expects that staff will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- CC recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as provide the training for them to do their work effectively.

Responsibility for this policy rests with The Community Cupboard Committee.

## 2. VOLUNTEER DEFINITION

A volunteer is someone who, unpaid and of their own free will, chooses to give their time, energy, skills and expertise to support The CC in achieving its aims. The arrangement is voluntary on both sides. The organisation'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 CC to people who give their time as volunteers.

## 3. VOLUNTEER ROLES

The Community Cupboard volunteers can help support the organisation in a number of ways. Please refer to the volunteer roles [here](#) for further information.

#### 4. OUR VISION FOR VOLUNTEERING

We recognize that volunteers play a vital role within KL Community Cupboard and that their contribution enables us to deliver our services to our community. We want to ensure that there are good working relationships between paid staff and volunteers and that volunteers are well supported.

- Our role is to encourage voluntary activity, and therefore we want to take a leading role in the involvement of residents as volunteers to help deliver our services.
- We need people from all walks of life and all communities, who can bring their different skills and experiences to our activities
- Volunteers bring a different perspective to the organisation, often reflecting the views of the local community
- Volunteers can also help to extend the services we are able to offer.

#### 5. EQUALITY, DIVERSITY AND INCLUSION

The Community Cupboard is dedicated to building a diverse and inclusive organisation that offers equal opportunity at all stages of volunteer recruitment. Short-listing, interviewing and selection of volunteers will always be carried out without regard to protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation. This commitment is reflected throughout the organisation's policies and procedures and can be found in our [Equality, Diversity and Inclusion Policy](#). The Community Cupboard will not condone, accept or ignore any forms of discrimination or unacceptable behaviour and our [Dignity at Work Policy](#) outlines what you can expect.

#### 6. SAFEGUARDING

The Community Cupboard believes that all children and adults have the right to protection from harm, abuse and exploitation. The [safeguarding policy](#) will be shared with all new volunteers of the Community Cupboard. Where the Community Cupboard feels it is necessary, failure to meet the obligations of the Safeguarding Policy may lead to a volunteer being asked to step back from volunteering temporarily or permanently, or other appropriate action. Please refer to our Volunteer Issue Resolution Policy for more detailed information [Volunteer/Employee Issue Resolution Policy](#)

The purpose of the safeguarding policy is:

- to protect children, young people and vulnerable adults who receive KLCC services from harm. This includes the children of adults who use our services
- to provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection

This policy applies to anyone working on behalf of KLCC including volunteers, committee members and any paid staff.

**The Safeguarding Lead for KLCC is:**

Joanna Cobley

Email: [jocobley1@gmail.com](mailto:jocobley1@gmail.com)  
Tel 07976 869251

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 in 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.

## **7. RECRUITMENT**

Recruitment will usually involve a standard application form and an informal interview to assess a new potential volunteer's needs, suitability, and skills. Roles in which the volunteer interacts face to face with residents will require a DBS check or confirmation of a transferable DBS check-up. Some roles may require safeguarding or GDPR training which will be undertaken in accordance with the latest guidance.

Equal opportunities principles will be adhered to when recruiting volunteers and an additional form will be used to record monitoring information for our [Equality, Diversity and Inclusion Policy](#).

Where it is reasonable to do so we will be flexible with the tasks within role descriptions – e.g. where some tasks may be difficult for a person with anxiety, or to better fit the motivations of the individual.

Recruitment of volunteers for CC will be supported by the Community Coordinator who will draw up role descriptions with the relevant staff member. Opportunities will be advertised on our website and via social media. All enquiries will be responded to within 14 days.

Relevant CC committee members will assist in the recruitment process, but the final decision regarding the recruitment of any individual volunteers will be made by the relevant volunteer leads. The Safeguarding lead will advise on the use of DBS disclosures and other safeguarding measures, and data protection where relevant to individual roles.

Where applicants are not able to be placed into their preferred role they will be given feedback and the opportunity to discuss other roles with ourselves or other local organisations.

Any new roles for volunteers must be agreed upon with the Community Coordinator before they are advertised.

## **8. 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 Community Cupboard.

Once recruited:

- Volunteers receive a welcome
- Volunteers will be made aware of policies and bound by the same confidentiality as paid staff
- Volunteers will be required to sign a [Volunteer agreement](#)

Each volunteer will be provided with relevant management and support. This might include regular, appropriate and mutually agreed contact.

### **8.1 Taster period**

Each volunteer will be offered a six-week taster period. At the end of the period, they will meet with their supervisor. If both are happy with the placement they will continue in their role.

### **8.2 Support and Supervision**

Each volunteer will have a named supervisor. The supervisor is responsible for training and supervising the volunteer, as well as giving feedback and answering queries. They will also plan work for the volunteer.

Volunteers and supervisors will agree on appropriate arrangements for catch-up sessions. This will vary according to the nature of the role and how often the volunteer comes in. We recommend that each project that involves volunteers holds volunteer meetings at least every quarter to allow volunteers the opportunity to speak with staff and other volunteers, as well as to raise any queries or concerns.

### **8.3 Training Opportunities**

Volunteers will be offered relevant training to their role, including GDPR and safeguarding training.

## **9. HEALTH AND SAFETY**

Volunteers must take reasonable care of themselves and others while volunteering for The Community Cupboard, and follow any health and safety advice and instruction given for their role. Volunteers should cooperate with The CC 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 Community Cupboard 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](#).

## 10. EXPENSES

CC will reimburse agreed out-of-pocket expenses. Out-of-pocket expenses must be agreed upon beforehand with our coordinator, and a claim form can be found here. Travel Expense Claim forms to be sent to [coordinator@klcommunity.co.uk](mailto:coordinator@klcommunity.co.uk) and will be processed within two weeks.

[Expenses Claim Form](#)

This includes reimbursement for travel expenses, which can be found here:

[Travel Expenses Claim Form](#)

## 11. INSURANCE

CC will ensure they hold all the appropriate insurance cover for all their activities and insurance certificates can be supplied upon request.

## 12. DATA PROTECTION AND CONFIDENTIALITY

Within the organisation, we have a responsibility to ensure individuals and other organisations can trust us.

Through your volunteer role, you **may** come into contact with information about people and our organisation that we need to keep confidential. Keeping information confidential is not only important for our work in supporting our community but also is a legal responsibility in which we all have a part to play.

How organisations collect, manage and work with people's information is covered by the Data Protection Act, which has been subsequently strengthened by the General Data Protection Regulations (GDPR). Volunteers have a role to play to ensure the KL Community Cupboard maintains the highest standards regarding Data Protection and avoids the consequences of non-compliance.

If you are identified as taking on a role as a volunteer that may have a degree of contact with data you are asked to complete our data protection and confidentiality agreement acknowledging you understand your responsibilities towards safe [Data protection and confidentiality agreement](#).

We also request that if appropriate to your role you complete appropriate training in this area, and that periodically it may be necessary for you to undergo further training and development to ensure we maintain the highest principles in data management.

## 13. SOCIAL MEDIA AND INTELLECTUAL PROPERTY

KL Community Cupboard uses social media in its work and recognises that those who are involved in its work may also use social media, either as part of their role, or in their private

lives. A written policy is therefore required for volunteers on the acceptable use of social networking.

KL Community Cupboard encourages the responsible use of social media. The purpose of our social media policy is to set out what KL Community Cupboard expects from our staff, committee members and volunteers when using social media. It is important to remember that we are all ambassadors for KL Community Cupboard and that social media is never private.

## [SOCIAL MEDIA POLICY](#)

### **14. RECOGNISING VOLUNTEERS**

Volunteers will also be given a card to say thank you for outstanding volunteering each year and recognised during Volunteer's Week.

Volunteers will receive quarterly newsletters and updates that will include recognition of their contributions.

Volunteers will also have a form on the website that will allow them to share their views and opinions with us anonymously or not, as well as through regular communication with the volunteer coordinator and at subcommittee meetings.

### **15. FEEDBACK AND COMPLAINTS**

We encourage our volunteers to provide feedback about their volunteer experience. We recognise that this may be positive or negative, and both are welcomed, valued and respected. We are committed to creating and fostering a culture that promotes respect for each other and values individual differences. There is no place for any form of harassment, victimisation or bullying within KL Community Cupboard, Hub and Lunches.

Our dignity at work policy outlines what our volunteers' can expect from their role, what is expected of our volunteers (and staff), and what to do if you experience unacceptable behaviour. [Dignity at Work Policy](#)

Where there is an issue to be resolved we will follow our Volunteer/Employee Issue resolution policy. [Volunteer/Employee Issue Resolution Policy](#)

### **16. LEAVING YOUR VOLUNTEER ROLE**

There may also be times when KL Community Cupboard 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 and if appropriate our Volunteer Issue Resolution Policy will be followed.

**17. LINKS TO OTHER POLICIES**

- [Safeguarding Policy](#)
- [Equality, Diversity and Inclusion Policy](#)
- [Dignity at Work Policy](#)
- [Health and Safety Policy](#)
- [Data Protection and Confidentiality Agreement](#)
- [Volunteer/Employee Issue Resolution Policy](#)
- [Social Media Policy](#)