



Volunteer Centre
Sefton

Volunteer Management Toolkit

Volunteer Centre Sefton

Updated 2024





WELCOME

Volunteers are the life-blood of hundreds of voluntary groups and organisations in Sefton.

The Volunteer Management Toolkit is designed to be used by Trustees, Managers, Volunteer-Coordinators and anyone else who works closely with volunteers to help attract, manage and retain volunteers.

The Volunteer Management Toolkit provides you with:

- **Advice on planning your volunteer programme and management system**
- **Tips on finding and selecting the right volunteers for your organisation or initiative**
- **Help with inducting volunteers**
- **Guidance on retaining and developing your volunteers**
- **Templates and resources for your organisation to customise and adapt**

The templates are also available as word documents. To request a word doc version, please email info@volunteeringsefton.org.uk

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****Disclaimer***

This is not intended to replace existing legal advice. The information is correct as of April 2024. Always check for up to date information and policies.

Introduction to Volunteering

What is volunteering?

Volunteering is when someone gives their time for free for the benefit of others. It can be formal or informal. Volunteers have different rights to employees and are not covered by employment law.

Why involve volunteers?

We know that volunteering counts. It's difficult to quantify the economic value, although the Office for National Statistics and NCVO estimates that formal volunteering contributed £20 billion to the UK's economy in 2018/19 – but away from the pound signs, the benefits are numerous.

Involving volunteers can:

- increase the organisation's capacity
- build relationships with the community the organisation serves
- improve the quality of service
- help work with hard to reach clients
- diversify the organisation's views
- offer new skills (e.g. a foreign language, cultural understanding, specialist skills)
- enable staff to focus on important tasks
- enable the organisation to deliver the best and most effective services.

However, before involving volunteers, it is worth spending some time considering how they can be best included within your organisation.

It is important to establish why you wish to recruit volunteers for your project in order to plan how volunteers will support your group or organisation to help achieve your goals.

It is essential for the organisation to identify tasks that are appropriate for the volunteer to undertake, prior to the recruitment and selection process. As volunteers do not replace paid workers, they should be viewed as complementing the role and bringing added value to the organisation.

You need to know:

- what level of induction and training will the volunteer require?
- will the opportunities you are providing enable the volunteer to develop new skills whilst also using their existing abilities, knowledge and experiences?
- what tasks do you expect them to fulfil?
- who is going to be responsible for supporting and supervising volunteers?

Volunteers should add value to your organisation and volunteers should get something out of participating.

A volunteer programme requires an investment in staff time therefore you should ensure this is feasible before deciding to go ahead. Volunteers should be valued and supported.

Relevant policies, procedures and risk assessments should be completed prior to recruiting volunteers and all paperwork should be reviewed periodically.

Volunteering Strategy

Volunteering Strategy

Once you have decided if the benefits of involving volunteers adds sufficient value to the organisation to justify the investment of staff time, you need to develop a volunteering strategy.

A volunteering strategy may cover:

- How volunteers will support the organisation to meet its aim
- What tasks/ projects will require volunteer involvement and will this be meaningful for the volunteers
- How will volunteering change over 3-5 years
- How will you show the impact of volunteering
- What policies and procedures will need to be in place
- What resources will the organisation need to ensure a successful volunteer programme (e.g. staff time, expenses)
- Who will be responsible for volunteers within the organisation

It is a good idea to involve the views of trustees, paid staff, members of the local community and service users to ensure you are developing a programme that meets local needs.

Insurance for Volunteers

You must ensure your organisation has the relevant insurance and that it covers volunteers.

You may need the following insurance:

- Employers' liability insurance
- Public liability insurance
- Motor insurance (if volunteers drive your organisation's vehicles)
- Trustee indemnity insurance

Recruiting Volunteers

Recruitment and advertising

Once you have a clear idea of the different opportunities you can offer volunteers, the next stage is to think about:

- the kind of person that would be interested in those roles
- how you will attract them to your organisation

Writing a Volunteer Advert

A volunteer advert should cover:

- The organisation's name and a brief description
- The name of the volunteer role and a brief description of what it entails
- The location/s of the role
- Specific times/ dates of the role
- Contact details

To make the advert more appealing try to:

- make the advert eye catching
- use pictures
- keep the volunteer role title short
- use a punchy title/ sub title (e.g. could you inspire a young person?)
- make the advert easy to read- avoid jargon
- use languages accessible to the community
- tailor to the media you are using, e.g if advertising on twitter, use hashtags

Where and how to advertise:

- internet e.g. www.volunteeringsefton.org.uk
- schools, colleges and universities
- libraries
- leaflets/ posters in places like dentists, public buildings and shops
- job centres
- buses
- local newspapers and radio
- word of mouth
- community centres
- social media
- give talks or presentations to interested groups
- link in with community events
- attend careers or recruitment fairs
- employer supported volunteering schemes

Register with Volunteer Centre Sefton – www.volunteeringsefton.org.uk

Role Descriptions:

Role descriptions give detail on what the voluntary role will involve. Role descriptions should be written but may need to be available in other formats if required. It is important to ensure role descriptions do not reflect job descriptions as employment law would apply to a volunteer if they were deemed to have had an implied contract.

Role descriptions may cover:

- Name of the role
- Aims of the role
- Tasks and responsibilities of the role
- Location and hours the role takes place
- Skills, experience or interests the volunteer may need for the role
- Volunteer Coordinator contact details

See Annex

The Selection Process:

Volunteer Application Forms

Keep the volunteer application form as simple and accessible as possible. If using online forms, think about providing an alternative paper copy for those that aren't comfortable using IT equipment (providing the role doesn't require IT). If appropriate, provide the form in different languages used in the community.

The application form should ask questions necessary to the role. For example:

- Volunteer contact details
- Emergency contact details
- Volunteer availability
- Spent or unspent convictions
- Reference details

If the role is working with vulnerable adults and/or children or the position is exempted from the Rehabilitation of Offenders Act (ROA) 1974, you must make it clear at all stages of recruitment that you have a right to see a full criminal record history and that a Disclosure and Barring Service (DBS) check will be asked for.

See Annex

Requests for such information will be in accordance with the DBS Code of Practice and in line with any safeguarding policy that the organisation may have and forms part of a safer recruitment practice.

References

There is no legal requirement to take up references and the type of volunteering role will determine if you need to do so. However, it is advisable to ask for two references to determine the volunteer is who they say they are and that they are suitable for the role. Getting references forms part of a safer recruitment process and gives a duty of care towards other service users and staff.

Some volunteers may find it difficult to identify a referee. They can use an employer, previous employer, other professional (e.g. job coach, social worker) or get a character reference from a friend. Deciding what type of reference is appropriate depends on the role.

The reference request should ask:

- In what capacity the referee knows the volunteer
- How long they have known them for
- Comments on the suitability for the role with a particular group of people
- Comments on suitability for particular tasks

Volunteer Interviews

It is essential to hold a volunteer interview to get to know the volunteer better and ensure they are the right fit for the organisation. Interviews should be informal to ensure volunteers are comfortable and can talk about themselves and their suitability for the role. Remember this is not a job interview!

You should discuss:

- what the role entails
- the volunteer's skills, interests and experience
- what support the volunteer will get or may need
- what the volunteer needs for the role, e.g. a DBS check
- what the volunteer wishes to gain from the role
- any barriers they may have to volunteering e.g. a disability, childcare problems, mental health problems

Keep a written record of the discussion.

Selection is a two way street and is important that both the organisation and the volunteer can make a decision if the role is suitable for them.

Volunteer Inductions

Volunteer Inductions

Once you have recruited your volunteers you will need to ensure they receive adequate support and supervision. The support and supervision required will be dependent on the type of role.

Volunteers need to feel comfortable in the organisation and this starts with a good induction. A good induction also also helps to retain volunteers for longer.

An induction pack should consist of:

- relevant organisational policies and procedures,
- a volunteer handbook
- an induction checklist.

You should also:

- check the volunteer understands the role and boundaries
- give a named contact who is the volunteer's main port of call should they have any problems and who to go to if this person isn't available
- give information on the organisation and it's history, aims and values
- set time aside to introduce the volunteer to other staff and volunteers in the organisation
- give the volunteer a tour of the building they will be using, including facilities e.g. toilets, kitchen
- explain the emergency and health and safety procedures
- let the volunteer know about the organisation's commitment to equality and diversity
- let the volunteer know about the organisation's safeguarding policy and procedures
- explain how to claim expenses
- let them know about breaks

You may ask the volunteer to sign a volunteer agreement. You should be careful to make sure the agreement does not represent a contract.

You may wish to provide an id badge for your volunteer to easily identify themselves.

See Annex

DBS Checks and Safer Recruitment

DBS service

If your group or organisation works with children or vulnerable adults, you may need volunteers to undergo Disclosure and Barring Service (DBS) checks.

DBS checks are designed to help organisations to make safe and informed recruitment decisions by identifying candidates who may be unsuitable for certain areas of work, especially those which may involve contact with children or other vulnerable members of society.

You can apply online for basic and standard checks. For more guidance on DBS checks, visit the .GOV website below:

www.gov.uk/government/organisations/disclosure-and-barring-service

If you need support for your organisation with DBS checks, please get in touch. Email elaine.fraser@seftoncvcs.org.uk.

Safer Recruitment

A Safer Recruitment Policy & Procedure supports an organisation to maintain and embed an open and fair recruitment process.

For more information visit the useful links below:

www.anncrafttrust.org/resources/safe-recruitment-process

www.gov.uk/government/publications/dbs-check-eligible-positions-guidance

www.gov.uk/government/organisations/disclosure-and-barring-service

Promoting Equality, Diversity and Inclusion

Equality, Diversity and Inclusion in Volunteering

You have a responsibility to your volunteers and to the people they will be volunteering with.

If you have staff or volunteers you must have a clear code of conduct which sets out:

- Your charity's culture and values
- How people in your charity should behave

Read NCVO's *Charity Ethical Principles* for help with policies on recognising and resolving ethical issues when considering your code of conduct.

The Equality Act 2010 protects people against discrimination because of protected characteristics. It defines these as:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

Volunteers aren't legally protected by the Equality Act in the same way as employees. But it would be very poor practice to discriminate against a volunteer.

Learn more about Equity, diversity and inclusion in volunteering:

www.ncvo.org.uk/help-and-guidance/involving-volunteers/understanding-volunteering/equity-diversity-and-inclusion-in-volunteering

Health and Safety

Health and Safety

The Health and Safety at Work Act 1974 states that organisations have a duty of care towards their employees and an obligation to protect them from harm. Even though most legislation applies to employees, morally organisations should protect their volunteers.

Organisations must provide relevant information on health and safety and reasonable steps must be taken to reduce the likelihood and seriousness of injury. Organisations with 5 or more employees must have a written health and safety policy

An charity and its trustees could be legally liable if something happens to a volunteer as their duty of care was not met.

Risk Assessments

The Management of Health and Safety and Work Regulations 1999 states that employers must do risk assessments for employees and those they work with (volunteers).

The Health and Safety executive recommends a 5 step approach:

- Identify hazards
- Identify who may be harmed and how
- For each hazard, work out the harm that could be done and decide if precautions are good enough
- Record the findings, e.g. the main risks and what is being done as a precaution to them
- Check the assessment regularly and update if necessary

A hazard is anything that can cause harm. A risk is the likelihood of harm happening and the potential seriousness if it did.

Organisations with 5 or more employees, must have written risk assessments. Organisations without any paid staff don't have to do risk assessments, however, written risk assessments show duty of care has been taken seriously should an accident occur.

Reasonable steps to reduce the likelihood of serious injury could include:

- Supervising volunteers closely
- Giving the correct training to volunteers for their role
- Giving volunteers relevant health and safety information for their role
- Making changes to make volunteering safer, for example a buddy system rather than lone working
- Providing the correct PPE to volunteers

Health and Safety Policy

A policy shows that health and safety is important to the organisation and explains how things are done and who is responsible for what. It also shows that the duty of care is taken seriously.

The policy should cover 3 areas:

- Statement of intent- general policy on health and safety, commitment to managing health and safety, aims about the safety of employees and others it comes into contact with (volunteers)
- Responsibilities for health and safety- specific information on who staff should go to if they need to report an incident or seek advice and others with health and safety roles in the organisation
- Arrangements for health and safety- Practical procedures and arrangements that are in place and how you will achieve your health and safety policy aims. E.g. risk assessments, training, fire procedures, first aid.

Safeguarding

Safeguarding

Safeguarding is the action taken to promote the welfare of vulnerable adults or children and enabling them to live free of abuse, harm or neglect.

All organisations should have a Safeguarding policy for both adults and children and ensure this is regularly reviewed and updated

Safeguarding vulnerable groups act 2006 states organisations are legally required to:

- Safeguard children and vulnerable adults
- Promote their welfare
- Conduct additional checks on employees and volunteers who carry out certain activities
- Communicate concerns to relevant local agencies

Safeguarding should be integrated into the culture of your organisation for both staff and volunteers. You should consider safeguarding at all stages of your volunteer programme.

Think about:

- volunteers causing harm to others
- other people outside of your organisation causing harm to volunteers
- other people inside your organisation causing harm to volunteers

A Safer Recruitment Policy & Procedure supports an organisation to maintain and embed an open and fair recruitment process.

For more information visit the useful links below:

www.anncrafttrust.org/resources/safe-recruitment-process

www.gov.uk/government/publications/dbs-check-eligible-positions-guidance

www.gov.uk/government/organisations/disclosure-and-barring-service

Volunteering and Benefits

Benefits

Volunteers in receipt of benefits can still volunteer without their benefits being affected as long as they continue to meet all of the conditions of the benefit.

Volunteers should tell their benefits adviser:

- how many hours a day and how many days a week they are volunteering for
- whether these will be the same hours and days or if this changes each week
- whether they will get out of pocket expenses
- anything else they may be given to carry out their role
- If the hours or days change whilst they are volunteering
- If they stop volunteering

Volunteering could be carried out as part of the person's activities to prepare for work.

There are some differences between types of benefits:

- Job Seekers Allowance- the claimant must be easy to contact if a job comes up. Must be able to start work within a week and be available for interview with 2 days notice
- Disability benefits- claimants do not have to have a work capability assessment due to volunteering and don't need to provide evidence from the doctor about volunteering
- Universal Credit- can volunteer up to half the time of expected hours of work. For example if someone has to spend 35 hours looking for work, 17.5 of these could be volunteering (if agreed with the adviser).

Supporting Volunteers

Volunteer Support

After you have completed your volunteers' induction and relevant checks they can start their new role. Volunteers need to feel supported in their role, however, the level of support and supervision will depend on the individual, the type of role and risks involved. There should be one named person as a contact for volunteers and a named person should they not be available.

Give volunteers the resources and guidance they need to carry out their role successfully. Some roles are outside of 'normal' working hours, may be home or community based and so it can be more difficult to oversee volunteers.

Maintain regular contact. You could:

- Use a logging system (such as on Team Kinetic)
- Debrief after volunteer shifts
- Use a lone working app
- Use video calling platforms for those unable to come to your place of work

Volunteer Feedback

It is important to get regular feedback from volunteers through a range of methods. Volunteer Supervisions are a great way to chat to volunteers and ensure they are happy in their role. Igt is a good idea to offer a chance for volunteers to feedback on their own or in a group too as they may feel more comfortable.

You could use:

- an online survey
- a paper questionnaire
- group session

Peer Support

Volunteers are best placed to support other volunteers. Make an environment where peer support is easily accessible.

You could:

- use a buddy system- new volunteers shadow more experienced volunteers
- create a Facebook group/ forum
- create a Whatsapp group
- Hold regular get togethers

Volunteer Supervisions

You should offer regular meetings with volunteers to see how things are going and how they feel. You may wish to talk about:

- What the volunteer is enjoying about the role
- Successes they have had in the role
- Any problems or issues they have come across
- Anything they need to carry out their role
- Support or training they may need going forward

Some roles will require more intensive support and must meet ethical and professional standards (for example, counselling roles).

Retain notes of each supervision to look back on and review.

See Annex

Addressing Problems

Volunteers may approach you with an issue. You also need to be aware of issues that volunteers don't notify you of. For example:

- Volunteers struggling with the role
- Volunteers doing too much or feeling overwhelmed
- Volunteers being unhappy (with the organisation/ with staff/ with other volunteers)
- Difficult behaviour e.g. lateness, not turning up
- Bullying or harassment
- Fraud
- Stealing
- Being under the influence of alcohol or drugs
- Breaking GDPR rules

Have a problem solving process based on your staff grievance and disciplinary policy. This should be a separate policy for volunteers and there should be guidance for volunteers on how to make a complaint if they so wish. This could form part of your volunteer handbook (see annex).

A volunteer code of conduct helps to lay a framework for what is expected of a volunteer in their role.

Information should be given on:

- Who is responsible for handling problems and complaints
- Who the policy refers to
- What would be considered a problem
- Steps to the process e.g. an initial meeting, a fact finding process, a review meeting
- What happens if problems continue or if there is a serious breach of conduct
- How volunteers can appeal decisions they are not happy with

Talk to the volunteer and establish their perception of events:

- Be fair
- Don't take sides
- Listen
- Don't be defensive
- Avoid blame
- Try to stick to facts

Take Action; explain what the problem is and the impact it has:

- Avoid blame
- Tackle the problem together
- Decide with the volunteer what they would like to happen
- Tell them how you will try to solve the problem
- Agree how and when you will review progress

Solutions

- Re-explain the role and expectations
- Offer more support or training
- Change the tasks
- Offer a different role

The volunteer may decide to leave themselves. If there is no improvement you may have to ask the volunteer to leave.

Learn from any problems with volunteers:

- Did the interview process not do what it was designed to? Do you need to add additional questions or measures?
- Do volunteers require more supervision?
- Do you need to add additional safeguarding measures?

Thanking Volunteers

Recognising and Rewarding Volunteers

It is very important to say thank you to your volunteers.

Take the time to make your thank you personal to them. Some may like a public thank you, others may prefer a subtle thank you. It will depend how many volunteers you have and the type of volunteers (for example if they are home based or spread out geographically) on what type of thank you you may choose.

You could:

- Just use words- a perfect way to give a meaningful thanks
- Provide certificates- VC Sefton provide free certificates to volunteers
- A phone call
- A card
- Hold a thank you event such as an afternoon tea or coffee morning
- Nominate them for a local award
- Come along to Volunteer Centre Sefton's Volunteer Celebration Event in June
- Give a reward badge/ Kudos on Team Kinetic

Avoid thanking volunteers with items that would benefit them financially, high value gifts or offer gifts for rewards for volunteering.

You should thank volunteers at any time however, there are certain times where it may be nice to include thanks such as:

- Volunteers' Week
- On an anniversary of the volunteer's start date
- If there is a promotion about the charity running

Exit Procedure

Exit Procedure

Even with the best volunteer programmes, it is not always possible for volunteers to continue. A good exit procedure ensures volunteers will feel listened to and able to return in the future if they want to. You should have a positive approach to volunteers ending their role and thank them for the commitment they have given.

You can:

- Learn what works well and what doesn't
- Listen to experiences and opinions of volunteers
- Make changes to make your volunteer programme better

Remember to remove access to confidential information or buildings etc when a volunteer leaves. Use a checklist to ensure you have covered all bases.

Ensure all staff know the volunteer is no longer involved with the role.

If the role has changed:

- Listen to volunteers opinions and use this to write a revised role description
- A new role may require additional training or checks
- A new induction should be given
- If a volunteer is leaving due to an issue:
- Can you do anything other than ask the volunteer to leave? E.g. provide additional training, review induction, offer more supervision

If you do have to ask a volunteer to leave:

- Make sure have followed a problem solving process and included them in reviewing it
- Arrange a time to meet, don't spring it on the volunteer unexpectedly
- Give the volunteer a chance to bring someone with them if they would like to
- Thank them for their contribution
- Explain why you are asking them to leave
- Keep it short and simple

Exit Interview

Use the exit interview to learn more about improvements you can make to the role or volunteer management. You should include some questions around safeguarding to help volunteers speak up if they have encountered a problem.

Some example Exit interview questions are:

- How would you describe your relationship with other volunteers and staff?
- What was most and least satisfying about your role?
- What would you change?
- Are there any safeguarding issues we should be made aware of?
- Is there anything we could have done differently that would have influenced you to stay longer?
- Can you offer any other comments that will enable us to understand why you're leaving, how we can improve, and what we can do to become a better organisation?
- Were there any times your work environment was not as comfortable as you would have liked?
- Did you achieve what you wanted to during your volunteering?
- Have you developed any skills during your volunteering?

Volunteer Handbook Template

The following is an example only and Volunteer Centre Sefton is not responsible for your organisation's policies and procedures surrounding volunteers.

Each section will include an example of what should be included. You may wish to add more detail and appendices depending on your organisation.

You may copy and paste the example text below from this PDF. Alternatively you can request a word document version.

Introduction

Information on the organisation and the project.

Could include information on:

- Organisation's vision/ aims/ objectives
- History of the organisation
- How the organisation hopes to achieve this
- Who the organisation works with
- Structure of the organisation

Welcome to the team!

Volunteer Roles

Statement on volunteering

Role description (if more than one role you could put this in appendices or as a separate document).

Venue Information

Depending on the role, you may wish to include information on the premises the volunteer will be in.

This should include:

- Address
- General contact details
- Opening hours
- Transport links/ parking
- Emergency procedure including fire safety and first aid information. This could be an appendix.

Volunteer Expenses

This section should include Information on:

- Expenses policy - appendix
- Expenses forms - appendix
- Eligibility for reimbursement- public transport/ driving, no taxis etc
- What is required for reimbursement- form, receipts, bank details
- How much is paid per mile
- If refreshments are paid and if there is a limit, e.g. £5 for lunch if volunteering over 4 hours

Volunteer Code of Conduct

This may include things like:

As a volunteer you bring the highest standards to your volunteering – to work with openness, honesty, sensitivity and dignity in all your volunteering assignments:

- To be punctual, polite, respectful and courteous at all times
- To attend an induction and applicable training and to abide by the organisation's volunteer policy and procedure
- Ask questions if you are not sure what is expected of you
- If you are unable to attend your volunteering, please give as much notice as possible to your Volunteer Co-ordinator
- To work in a responsible manner
- To be dressed appropriately for the work you are doing

We ask volunteers to please attend to their personal hygiene before commencing their role e.g. clean, stain free clothes, clean hair and free from unpleasant odours

- Not to bring drugs or alcohol to the place of volunteering or to be under the influence of drugs or alcohol during your volunteering
- To participate in general feedback sessions and meetings
- Not to be involved in harassment, discrimination and victimisation of staff, other volunteers, or members of the public
- Not to be involved in threatened or actual assault or theft
- Please do not use inappropriate language e.g. swearing

If volunteers are involved in any of the above, they can expect:

- The organisation to carry out a fair and open review of the incident. This will include an invitation to the volunteer to describe the incident and any mitigating factors
- After a careful review, the organisation may decide to terminate its agreement with the volunteer concerned, and that decision will be final

Please read organisation volunteer Policy (if available)

Data protection, confidentiality and the media

This section should include information on the organisation's data protection and confidentiality policies and where to find them.

All volunteers can expect:

- The organisation to abide by the Data Protection Act 1998, requiring all your personal data to be handled according to the governments' statement of the principles of good information handling.

- Volunteer data will be held securely, and not transferred to a third party without your permission.
- Volunteers will be required to sign the Organisation Confidentiality Information Form.

Health and Safety

This should include where to access the organisation's Health and Safety policy and what to do if a volunteer has an accident whilst volunteering.

The organisation is committed to volunteering taking place in safe and healthy work conditions. We consider your health and safety to be of prime importance.

What we do to keep you safe:

- Carry out risk assessments where you volunteer.
- Have a health and safety policy and insurance policies including public liability, which covers (employees and) volunteers in all work locations
- Volunteers will be briefed about health and safety and the necessary information and instruction by the organisation to ensure the safe performance of activities included in the voluntary role

What to do if you have an incident/ accident

- Report any incident or accident to your Volunteer Co-ordinator immediately
- Complete the accident / incident form within your handbook (appendix)
- Report any near misses to your Volunteer Coordinator
- In an emergency call "999"

Lone Working

Please be aware of your own responsibility in ensuring your personal safety when working alone. The organisation asks that you read and understand the Lone Working Policy (accessible ...) and do not take any unnecessary risks with your own safety. It is impossible to write guidelines that cover all situations, so please discuss how these guidelines might apply in your own situation with your supervisor.

Safeguarding

This should include where to access the organisation's safeguarding policy, the safeguarding procedures and contact details of safeguarding leads.

Volunteers should receive information on the organisation's safeguarding procedure during their induction.

Where there are any concerns about the welfare of children or adults, or any of our procedures relating to safeguarding these should be discussed immediately with your Volunteer Coordinator who will provide appropriate support and supervision.

Should you not be able to speak to your Volunteer Coordinator about these concerns please contact one of the Sefton CVS designated safeguarding leads:

- Adult Safeguarding lead
- Child Safeguarding lead
- Safeguarding Lead

Volunteers should not investigate concerns but should share this information with the appropriate staff so appropriate support and responses can be coordinated.

- If there is an emergency please do not delay in contacting the appropriate emergency services (Police/Ambulance/Fire Service) on 999
- If you believe the concern you have discussed with project staff or the designated safeguarding lead(s) has not been acted on appropriately and you still have concerns then please refer your concern to the police or relevant social services team in the borough in which you are operating e.g. Sefton, Liverpool etc

Equal Opportunities

This should include a statement on equal opportunities.

The organisation is committed to Equal Opportunities and therefore opposes discrimination on the grounds of age, race, gender, religion, sexual orientation, disability or health problems, marital status, employment status, class, education, social, environment or physical location.

The organisation is committed to a course of action to make these equal opportunities policy effective and expects any person involved with the project to respect and adhere to this policy in every aspect of their work.

Volunteer Recognition

Please keep a track of all your volunteering hours by logging this on Team Kinetic (including your travel to and from your place of volunteering).

This will enable the Co-ordinator to arrange certificates to thank you for all your hard work and will assist applications for funding greatly.

The timesheet is not checking up on volunteers and you are not expected to volunteer for any particular number of hours.

Your induction will also count towards your volunteer hours so remember to count those when you start filling them in.

Volunteering and Benefits

If you are unemployed and looking for work, your benefits will not be affected by any voluntary work you do as long as you are still available to work if given the opportunity. You must make your benefits advisor aware that you are volunteering.

People are allowed to volunteer while claiming benefits, but, there are some guidelines and rules which claimants should be aware of.

Some of these rules are general and others relate specifically to a certain type of benefit, please check with your benefits advisor and also refer to: www.gov.uk/volunteering/when-you-can-volunteer

Evaluation and Feedback

This should include how to provide feedback and to whom.

We appreciate feedback either on an informal or formal basis. If you decide to cease volunteering with us, we will ask you to complete an evaluation form.

Any feedback can only help to improve the service we provide.

Communication

This should include if you have any particular ways of communicating with volunteers, e.g. a newsletter, social media, messaging services such as WhatsApp or a forum.

Contact Details

Volunteer coordinator details

Other things you may wish to include in your handbook depending on the role/ organisation could be:

- Payments/ gifts – not accepting payments or gifts
- Policy on volunteer drivers
- Organisation's commitment to volunteers- treat fairly and with respect, training provided, support
- Conflicts of interest policy
- Id badges
- Reference policy- provided at discretion of organisation/ after 6 months

You may wish to include links to policies or put them in your appendix:

1. Volunteer policy
2. Decision making policy
3. Volunteer role descriptions
4. Volunteer expenses policy
5. Code of conduct policy
6. Conflict of interest policy
7. Health and safety policy
8. Safeguarding children and vulnerable adults policy
9. Data protection policy
10. Volunteer agreement
11. Confidentiality policy
12. Complaints policy
13. Equality, diversity and inclusion policy
14. Whistleblowing policy

You may wish to provide easy ready versions of the organisation's documents depending on who you work with.

Role Description Templates

The following are examples only and Volunteer Centre Sefton is not responsible for your organisation's volunteer role descriptions.

You may copy and paste the example role descriptions below from this PDF. Alternatively you can request a word document version.

Role Description – Title

Organisation name and information:

- Specific project title
- Funding information
- Aims and objectives of the organisation

Location

Aims and expectations of the role

Tasks and responsibilities of the volunteer

Skills and personal attributes the volunteer may need e.g.

- Friendly and approachable
- Willing to chat to people
- Reliable
- Able to make hot refreshments safely

Role boundaries- basic overview e.g.

- The role is only to be carried out on the organisation's premises
- The role does not include personal care

Hours the person can volunteer e.g.

the lunch club runs every Wednesday from 11am-2pm

What the volunteer may get out of the role e.g.

- The opportunity to develop new skills
- Gain useful work experience
- The opportunity to meet new people and help them
- Give back to your local community

What will the organisation provide? e.g.

- Induction on the role
- Regular updates on what is going on within the organisation
- Support, advice and guidance, from Volunteer Coordinator
- Reasonable expenses as laid out in the volunteer handbook

Contact details of the Volunteer Coordinator / Role Manager

Charity Shop Volunteer Role Description

Organisation name and information

Location

Aims and expectations of the role

Tasks and responsibilities of the volunteer

Key aspects of the Shop Volunteer role include:

- Assisting customers
- Operating the till and cash handling (although this is not necessarily a requirement)
- Assisting with processing stock, including sorting, steaming, pricing and hanging of donated items.
- Adhering to health & safety guidelines.
- Keeping the shop and storage areas clean and tidy
- Restock the shelves when needed.
- To promote public understanding of the work our organisation delivers and the importance of raising funds through the shop
- Creating window displays
- supporting other volunteers and the shop manage

Skills and personal attributes the volunteer may need

- Friendly and approachable
- Good communication skills
- Willing to work as part of a team
- Reliable
- Must attend relevant training pertaining to the role

Hours the person can volunteer

What the volunteer may get out of the role

- The opportunity to develop new skills
- Gain useful work experience
- The opportunity to meet new people and help them
- Give back to your local community

What will the organisation provide?

- Induction on the role and relevant training which may include safeguarding, health and safety and lone working
- Regular updates on what is going on within the organisation
- Support, advice and guidance, from Volunteer Coordinator
- Reasonable expenses as laid out in the volunteer handbook

Contact details of the Volunteer Coordinator / Role Manager

Befriender Volunteer Role Description

Organisation name and information

Location

Aims and expectations of the role

Tasks and responsibilities of the volunteer

Key aspects of the Befriender role include:

- Telephoning or visiting the person at home or at a suitable public venue (e.g. library, cafe) the volunteer is matched with once a week
- Communicating any issues or signposting queries to the volunteer coordinator to support the person
- Keeping records of visits

Skills and personal attributes the volunteer may need

- Friendly and approachable
- Good communication skills
- Non judgemental
- Reliable
- Empathy
- Must attend relevant training pertaining to the role

Boundaries of the role

Volunteers must only visit or call their client at times agreed with the volunteer coordinator.

A DBS check is required for this role

Hours the person can volunteer

What the volunteer may get out of the role

- The opportunity to develop new skills
- Gain useful work experience
- The opportunity to meet new people and help them
- Give back to your local community

What will the organisation provide?

- Induction on the role and relevant training which may include safeguarding, health and safety and lone working
- Regular updates on what is going on within the organisation
- Support, advice and guidance, from Volunteer Coordinator
- Reasonable expenses as laid out in the volunteer handbook

Contact details of the Volunteer Coordinator / Role Manager

Admin Volunteer Role Description

Organisation name and information

Location

Aims and expectations of the role

Tasks and responsibilities of the volunteer

Key aspects of the Admin role include:

- Being a first point of contact to visitors at reception
- Answering the telephone
- Inputting data onto our database
- Responding to general enquiries by telephone, email or in writing
- Filing, photocopying, shredding and other basic administrative tasks

Skills and personal attributes the volunteer may need

- Friendly and approachable
- Good communication skills
- Reliable
- Willing to work as part of a team
- Able to multitask
- Ability to use Microsoft Office
- Willing to undertake training relevant to the role

Hours the person can volunteer

What the volunteer may get out of the role

- The opportunity to develop new skills
- Gain useful work experience
- The opportunity to meet new people and help them
- Give back to your local community

What will the organisation provide?

- Induction on the role and relevant training which may include safeguarding, health and safety and lone working
- Regular updates on what is going on within the organisation
- Support, advice and guidance, from Volunteer Coordinator
- Reasonable expenses as laid out in the volunteer handbook

Contact details of the Volunteer Coordinator / Role Manager



We are Volunteer Centre Sefton. We connect those that are looking to volunteer with organisations that need volunteers.

Working across Sefton, we help promote volunteering and the difference it can make to everyone involved.

For more information:

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Email: info@volunteeringsefton.org.uk

Website: www.volunteeringsefton.org.uk

Follow us on our socials:



Volunteer Centre Sefton – Volunteer Management Toolkit

This toolkit has been compiled by Volunteer Centre Sefton. Volunteer Centre Sefton is managed by Sefton Council for Voluntary Service (CVS)

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