

VOLUNTEER POLICY

1. INTRODUCTION

The aim of Newlife the Charity for Disabled Children is changing the lives of children with disabilities and their families across the UK. Newlife provides life-changing and life-saving specialist equipment when and where it's needed. Volunteers are an essential part of Newlife, helping more children get the best possible start in life and fulfil their potential.

Newlife is committed to involving a diverse range of people in our work through regular, occasional and corporate volunteering. We do this because we believe that:

- Volunteers, in their diversity, bring to our work a value which adds to our understanding of, and response to, children with disabilities and their families needs.
- Through the involvement of volunteers we contribute to the building and support of active and sustainable charitable goals.
- We work more effectively with and on behalf of families of children with disabilities by providing opportunities for people to use their skills, knowledge and experience through volunteering.
- As volunteers who reflect the diversity of their communities, people bring a different perspective to that of professional paid staff, which adds value to our work.
- Families with whom we work value the involvement of volunteers.
- By involving volunteers we can offer opportunities for genuine involvement, learning and development for individuals.
- Without the contribution of volunteers, we would only be able to achieve a small percentage of our work with and for children with life long disabilities or terminal illness.
- A volunteer is anyone who freely chooses to undertake supporting Newlife the Charity for Disabled Children through the giving of their time, skills and experience without financial remuneration beyond out of pocket expenses. It is support undertaken by choice and is unpaid.

Volunteers:

- Help to raise funds which support the charity in achieving our goals aligned to our mission
- Are active in projects and community-led activities supported by us
- Contribute to our income generation through volunteering in the Opportunity Centre and in Retail.

We believe that our relationship with volunteers is one of mutual responsibility and commitment within which Newlife and volunteers have both rights and responsibilities. We aim to ensure that volunteers enjoy their involvement with us and gain from it in terms of their own personal objectives. Newlife the Charity for Disabled Children will devote sufficient personnel, resources and training to support volunteers in their role.

2. PURPOSE OF THIS POLICY

Our purpose in adopting this policy is to:

- Highlight and acknowledge the value of the contribution made by volunteers
- Reflect the purpose, value, standards and strategies of Newlife in its involvement of volunteers
- Recognise the respective roles, rights and responsibilities of volunteers in Newlife
- Confirm Newlife commitment to involving volunteers in its work
- Help to ensure the quality of both the volunteering opportunities on offer and the work carried out by volunteers
- Acknowledge the current areas of volunteer involvement in Newlife

3. VOLUNTEER MANAGEMENT

Newlife will invest in a Volunteer Department, which will support volunteering across the organisation.

As volunteering grows across the organisation, Newlife are committed to training and supporting departmental staff in managing their volunteers.

3. SCOPE OF THE VOLUNTEER POLICY

Unless specifically stated otherwise, the policy applies to all volunteers in all programmes and projects undertaken by or on behalf of Newlife the Charity for Disabled Children to all its departments and site of operation.

This policy does not cover internships- paid or unpaid, apprenticeships nor work experience.

4. GENERAL

In involving volunteers we will be guided by the following principles of good practice:

- Tasks will be clearly defined so that all concerned with volunteers' activities are sure of their respective roles and responsibilities.
- Volunteer roles will complement, the work of paid staff.
- Line managers and the volunteers for whom they are responsible will discuss mutual expectations and review the role on a regular basis.
- Newlife policies are reviewed bi-annually and consideration will be given as to how any changes will affect volunteers.

5. DATA COLLECTION

Newlife will collect and hold data that is relevant to supporting volunteers during their time with the organisation. The information help will be kept in a secure database and accessed only by staff who have a legitimate interest and need. Data will be held in accordance with Newlife's Privacy Policy which can be found on our website at <https://newlifecharity.co.uk/privacy-policy/>

6. VOLUNTEER AGREEMENT

As part of the recruitment process volunteers will be asked to sign a volunteer agreement, which while not legally binding, sets out what volunteers can expect from the organisation and in turn what Newlife expects from their volunteers.

7. RECRUITMENT

7.1 TYPES OF VOLUNTEERING

- Regular – volunteering at least once a week.
- Occasional – volunteering usually occurs at events or to deliver a short intervention eg University Pop Up volunteers or Grand Draw volunteers.
- Academic volunteer placement. Working with a single cohort of students throughout the academic year. These students will always be accompanied by a teacher. Please note this is not Work Experience.
- Corporate Volunteers- volunteers from organisations, donating their time for an agreed period.

Please note that internships- paid or unpaid, apprenticeships and work experience are not volunteering.

7.2. IDENTIFYING ROLES

Volunteer roles will be identified across the organisation. Each role will have a role profile and a volunteer line manager. No new volunteer role can be launched without prior sign off from the volunteer team. This is to ensure a positive volunteering experience for all.

7.3. RECRUITING VOLUNTEERS

- Volunteer opportunities will be promoted in a manner that ensures there is wide accessibility to the positions we offer.
- Prospective volunteers will be required to complete an application form. If required Newlife will provide help to complete the form.
- People who offer to volunteer will hear from the Volunteer Recruitment & Support Officer within 10 days of their initial enquiry.
- Written role profiles will explain what is expected of volunteers in relation to time, commitment, necessary skills, experience and specific duties required.
- Volunteers will be asked to sign our Volunteer Agreement which sets out mutual expectations.

- Volunteers will be placed in activities which match their skills, talents and interests and, once placed they will be required to comply with Newlife's existing policies and procedures.
- We will regularly review the ways in which potential volunteers can contact the volunteer team and become a Newlife Volunteer.
- Volunteers may be asked to provide proof of age, this is to ensure that we have the relevant controls in place.
- Where a young person volunteers (anyone under the age of 18) we will ensure that the young person risk assessment has been completed and shared with the team.
- There may be future volunteering roles which require references and a DBS check. This will be discussed with the volunteer before they are moved into that role.
- Appropriate controls and DBS checks will be in place with paid team members who support volunteers identified as adults at risk or children, or are aged 16 and under.
- Volunteers at Newlife are not under a contractual agreement and therefore Right to Work checks will not be completed as part of the recruitment process.

8. SUPPORT FOR VOLUNTEERS

- Newlife will invest financial and personnel resources in the management of volunteers. This will be laid out in the volunteer strategy.
- We will provide an induction programme and a review session for volunteers to assess the progress of their placements and resolve any problems at an early stage.
- Where at induction it has been identified that the volunteer requires a carer during the session, we will ensure there is a space allocated for the carer, if it is appropriate for the department. The carer must remain with the volunteer for the entirety of the session.
- Newlife will do our utmost to make reasonable adjustments for volunteers but notes that our staff are not trained carers and will not be able to take on a caring role.

- We will provide funding for volunteers' out of pocket expenses. Volunteers will be given clear information about what expenses can be claimed and how to make a claim. This can be found in the Volunteer Expenses Policy.
- Appropriate insurance cover for volunteers will be provided for authorised volunteering activity
- Volunteers will be given information on legislation and other policies which may affect them e.g. Health and Safety and Equal Opportunities. In these respects volunteers will be treated in the same way as staff for liability purposes.
- All volunteers will be offered access to appropriate training to enable them to develop in relation to their volunteering role.
- Volunteers will be made aware of the Newlife Volunteer Concerns & Complaints Procedure and whom to contact if they have a complaint about an aspect of their role with the Charity.

9. RELATIONSHIP WITH PAID STAFF

- We will ensure that paid staff at all levels are clear about the role of volunteers and that good working relationships are fostered between them and volunteers association will be clearly established.
- Appropriate training, support and resources will be provided for those who work alongside volunteers and for those who have a managerial role in relation to them.
- Volunteers will be given clear information about the roles undertaken by paid staff and of their value to Newlife.

10. RECOGNISING AND VALUING VOLUNTEERS

We could not deliver the work of Newlife without volunteers and are committed to ensuring that your contributions are recognised and valued appropriately across the organisation.

We understand that for many of our volunteers, supporting and delivering the work of the charity as volunteers is second nature and they may not necessarily think of themselves as volunteers. With this in mind, Newlife is committed to ensuring that valuing and recognising

volunteers is done in a sensitive and appropriate manner and recognises all contributions.

10.1. VOLUNTEER DISCOUNT AND PRE-SELECTION

Volunteer discount is at the discretion of Newlife and can be amended or removed at any time. Newlife also reserves the right to decide whether volunteers can hold items available for sale, to purchase on break/after volunteer shift.

11. MOVING ON FROM A VOLUNTEER ROLE

- We hope that you will enjoy your volunteering experience with us and recognise that you may wish to leave your role for a wide variety of reasons. Equally, there may also be times when Newlife will need to end a volunteer role because of changes in circumstance, funding or organisational focus.
- We ask that, where possible, you let your staff contact know when you would like to leave so we can put any measures in place to continue the activity or support delivered through your role.
- We greatly value the opportunity to learn from our volunteers so we can continue to improve the volunteer experience and will invite you to provide your feedback on your experience before you move on.
- We also recognise that in certain circumstances volunteers may need to take a break from volunteering and we will support you to do so. Please let your staff contact know if you would like to take a break.
- If Newlife needs to end a volunteer role then you will be given as much notice as possible. You will have the opportunity to provide your feedback and discuss any alternative volunteer roles available that you may wish to apply for.

12.COMMUNICATIONS

- All communications with volunteers will aim to encourage a culture of open dialogue and sharing of information and ideas. Departmental line managers will keep volunteers up-to-date with any information relevant roles and important organisational developments will be communicated through a range of

communication tools including publications, events, email updates and our website. We are committed to ensuring that you have the opportunity to contribute your ideas and suggestions and to ensuring that you receive feedback on those you share with us.

13.CONFIDENTIALITY AND DATA PROTECTION

As part of their induction, volunteers will need to sign a confidentiality agreement and agree to work in line with our values, policies and procedures.

Newlife is registered with the Information Commissioner and operates in accordance with General Data Protection Regulation and Information Assurance law and guidance. Volunteers are asked to provide some personal data to enable the organisation to manage our legal responsibilities and other requirements, e.g. to ensure appropriate support for volunteers with disabilities or health concerns and to meet equalities legislation standards. All such data is stored confidentially and is only used for the purposes stated at the time.

14. RESPONSIBILITY FOR THE POLICY

Overall responsibility for the implementation, monitoring and review of policy lies with the Board of Trustees and on a day to day basis with the Director of Marketing, Fundraising & Volunteering who will report to the Board on a regular basis.