

Volunteering Policy

Purpose: To provide a clear organisational statement on the Wonford Community and Learning Centre's (WCLC) stance for supporting our volunteers.

This policy replaces all previous versions

Owner		Company Secretary
Approved		29 August 2025
Policy Number		CORP/04
Review Date		
Change History		
Version	Date	Summary of Change
1.0	29/08/2025	

Policy Contents

Page

1) Introduction	1
2) Principles	1
3) Practice Guidelines	1
• <i>Recruitment</i>	
• <i>Disclosure & Barring Service</i>	
• <i>Volunteer Agreements</i>	
• <i>Expenses</i>	
• <i>Induction / Training</i>	
• <i>Support</i>	
• <i>The Volunteer Voice</i>	
• <i>Insurance</i>	
• <i>Health & Safety</i>	
• <i>Equal Opportunities</i>	
• <i>Problem Solving</i>	
• <i>Confidentiality</i>	
• <i>Leaving WCLC</i>	
4) Policy Review	5

Policy Name	Volunteering	Owner	Company Secretary
Version	1.0	Signature	<i>J Mitchelmore</i>
Effective Date		Page	Page 2 of 5

1 Introduction

WCLC seeks to involve volunteers to:

- ensure our services meet the needs of our customers/community/users
- provide new skills and perspectives
- increase our contact with the local community we serve

2 Principles

This Volunteering Policy is underpinned by the following principles:

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

3 Practice guidelines

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information, including copies of the various documents referred to, is provided within other WCLC policies.

Recruitment

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Disclosure Barring Service

Policy Name	Volunteering	Owner	Company Secretary
Version	1.0	Signature	<i>J Mitchelmore</i>
Effective Date		Page	Page 3 of 5

All volunteers will require a clear Enhanced DBS check before being allowed to carry out WCLC activity that involves contact with vulnerable workgroups (see Safeguarding Policy) or entering areas, such as schools, where vulnerable groups are. New DBS checks are required every 3 years following continued involvement with WCLC.

Volunteer agreements and voluntary work outlines

Each volunteer will have a volunteer agreement establishing what WCLC undertakes to provide them. In addition they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract; WCLC has no intention of creating a contract with any volunteers.

Expenses

WCLC is not able to reimburse expenses but may offer refreshments associated with events volunteered for.

Induction and training

All volunteers will receive an induction into WCLC and their own area of work. Training will be provided as appropriate. Where possible, volunteers will be entitled to receive additional training on the same basis as paid staff.

Support

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feedback on progress, discuss future development and air any problems.

The volunteer's voice

Volunteers are encouraged to express their views about matters concerning WCLC and its work.

Insurance

All volunteers are covered by WCLC's insurance policy whilst they are engaged in any work on WCLC's behalf.

Health and safety

Volunteers are covered by WCLC's Health and Safety Policy.

Equal opportunities

WCLC operates an equal opportunities policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

Problem solving

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers.

Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff.

Policy Name	Volunteering	Owner	Company Secretary
Version	1.0	Signature	J Mitchelmore
Effective Date		Page	Page 4 of 5

Leaving WCLC

Volunteers will be expected to return any items of equipment or documentation to WCLC upon surrendering their volunteer position.

4 Policy Review

- 4.1 This policy will be reviewed every 3 years unless there is a change of law or contractual requirements which will result in earlier review and changes.

Policy Name	Volunteering	Owner	Company Secretary
Version	1.0	Signature	<i>J Mitchelmore</i>
Effective Date		Page	Page 5 of 5