



UKLFI Ltd Volunteering Policy

Introduction

This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to staff and volunteers 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.

Our commitments

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

Appropriate steps will be taken to ensure that 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 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.

We recognise that there are costs associated with volunteer involvement and will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering.

We recognise our responsibility to organise volunteering efficiently and sensitively so that the valuable offer of the volunteer's time is best used to the mutual advantage of all concerned.

Who is a volunteer?

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

Volunteering is an activity which:

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

Patrons: Lord Carlile CBE QC, Lady Cosgrove CBE QC, Baroness Deech DBE QC, Lord Dyson PC, Sir Bernard Eder, Lord Howard CH PC QC, Sir Ivan Lawrence QC, Sir Gavin Lightman, Lord Millett PC QC, Lord Pannick QC, Professor Richard Susskind OBE, Lord Trimble PC, Rosalind Wright CB QC, Lord Young CH PC DL

Work experience placements and internships are not the same as volunteering. Please refer to the Chief Executive for further information about these.

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

- directly in undertaking our work
- in community engagement to raise awareness of our work
- in one off events and promotional activities
- in our offices or in community venues

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

Roles and responsibilities

The Chief Executive has responsibility for the development and co-ordination of voluntary activity within UKLFI, including volunteering policies and procedures and the welfare of volunteers.

All volunteers will have a designated staff member/volunteer for guidance, support and supervision.

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 UKLFI Ltd. 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 UKLFI Ltd. expects of volunteers and what volunteers expect of UKLFI Ltd.

UKLFI Ltd. expects volunteers:

- to be reliable and honest
- to uphold UKLFI's values and comply with policies
- to make the most of opportunities given
- to contribute positively to the aims of UKLFI Ltd. and avoid bringing it into disrepute
- to carry out tasks within agreed guidelines

Volunteers can expect:

- to have clear information about what is and is not expected of them
- to receive adequate support and training
- to be insured and to volunteer in a safe environment
- to be treated with respect and in a non-discriminatory manner
- to receive out of pocket expenses
- to have opportunities for personal development
- 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

Recruitment and selection

Equal opportunities principles will be adhered to in recruiting volunteers.

Information will be made available to those enquiring about volunteering, including written role descriptions which set out the nature and purpose of the volunteering role, key tasks, skills required and benefits. A risk assessment will be undertaken on all volunteer roles.

Recruitment will be undertaken on an adhoc basis to match the needs of the organisation. It will be tailored in each case and may differ for different 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 which will be arranged by the organisation. DBS disclosures are dealt with in the strictest confidence. A criminal record is not necessarily a bar to volunteering.

Induction and training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

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.

Feedback

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the staff of UKLFI Ltd.

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, UKLFI Ltd's Complaint Policy will be adhered to. Volunteers will be made aware of this Policy and how to use it.

They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the organisation.

Expenses

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

Moving on

When volunteers move on from volunteering with us they will be asked to provide informal feedback on the volunteering experience.

Volunteers who have remained with the organisation for at least 3 months will have the right to request a reference.