

**BRITAIN YEARLY MEETING OF THE RELIGIOUS SOCIETY OF FRIENDS  
(QUAKERS IN BRITAIN)**

**VOLUNTERING PROCEDURE**

**1. Introduction**

- 1.1 The recruitment and management of volunteers is a devolved responsibility. This procedure sets out the basic principles of what BYM expects of its managers in this area. It is recognised that the needs of BYM departments vary and some will have or develop their own or more detailed procedures that compliments or adds to this procedure.

**2. Recruitment**

- 2.1 Short and long-term volunteer opportunities e.g. Quaker Centre, Children and Young People trainers, and events team members should normally be advertised; however, it is recognised that advertising for a volunteer may not be appropriate in all circumstances. There may be a variety of ways people interested in volunteering may enquire about opportunities; over the phone or face to face or through BYM's website. At BYM volunteer recruitment is driven by departmental requirements and vacancies. Therefore, potential volunteers will be matched to a defined need.
- 2.2 A volunteer application form, interview for long-term appointments or conversation for short-term appointments is recommended to establish the volunteer's suitability for the role.

**3. Volunteer agreement**

- 3.1 Short and long-term volunteers should be issued with a role description for the volunteering opportunity. In addition they will be required to agree to a written outline of the specific work they will be undertaking. Neither of these documents form a contract or employment relationship with BYM.
- 3.2 The agreement must set out the following:
- the volunteer's role
  - who will supervise the volunteer
  - the expenses that will be paid and how much
  - the notice period to bring the agreement to an end

**4. Disclosure and Barring Service (DBS) and safeguarding**

- 4.1 Safeguarding children and vulnerable adults is of paramount importance to BYM. Managers in services that work with children and vulnerable adults must ensure that volunteers complete the appropriate level of checking relating to their role, such as Disclosure and Barring Checks. New volunteers for children and young people's work opportunities also undertake a values based interview.

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## **5. References**

- 5.1 Volunteers should be asked to provide original documentary proof of identity, for example, a passport or birth certificate.
- 5.2 The names and contact details of two independent referees, who should not be friends or family members should be requested.

## **6. Records**

- 6.1 Department managers must keep in a secure cabinet a record of the volunteer's emergency contact details, references, the volunteer agreement and other details relevant to their specific area of work.

## **7. Induction and training**

- 7.1 Volunteers will be inducted by the manager or a nominated employee when they begin their role, this may include regular catch ups and reviews, appropriate to the duration of the volunteer agreement.
- 7.2 The manager is responsible for ensuring the volunteer receives appropriate training and development for the role.

## **8. Expenses**

- 8.1 As set out in the Expenses Policy for Those Engaged in Service on Committee and Volunteers, Volunteers should be reimbursed reasonable expenses incurred travelling to and from the place of volunteering or in the course of volunteering e.g. lunch and refreshments. No other payments should be made.
- 8.2 Volunteers can claim reasonable out of pocket expenses, subject to the production of receipts as evidence of expenditure. What can be claimed from BYM should be explained by the manager before the volunteer starts or at the beginning of the volunteering. In all cases, it is important to ensure that they do not incur unnecessary cost.

## **9. Health and safety**

- 9.1 All volunteers should receive from their manager information about health and safety as part of their induction, and it is their responsibility to ensure that a risk assessment is undertaken as and when appropriate.

## **10. Resolving problems**

- 10.1 If a volunteer does not meet BYM standards the issue should be managed by the volunteer's manager, who should aim to resolve any problems and complaints informally. Volunteers are entitled to be informed of any concerns or complaints about them.
- 10.2 Volunteers should seek to resolve problems informally, if this is not possible the concern(s) should be put in writing to their manager. If it is not possible to reach a solution the volunteer should raise it with that person's line manager.

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10.3 If a volunteer's behaviour or performance is unacceptable the agreement should be brought to an end by the relevant manager.

## **11. Confidentiality**

11.1 Volunteers are bound by the same requirements to maintain confidentiality as paid staff. Managers should advise them on BYM's policies and procedures in this area.

## **12. Data protection**

12.1 Department managers must keep securely records of individuals who volunteer within their department as well as the nature of work carried out by them. Only information that is needed should be requested and personal details must not be passed on without the express consent of the volunteer, unless legally obliged to do so.

12.2 Volunteer personal records must be afforded the same confidentiality as staff records in accordance with the Data Protection Act and General Data Protection Regulations.

## **13. Monitoring and reporting**

13.1 In order to inform strategic decision-making, on an annual basis or as agreed with Management Meeting, the Head of HR in consultation with managers will produce a report on the use of volunteers throughout the organisation. Managers are responsible for ensuring that a central record of volunteer usage is held in their department.