

NEWTON AND BYWELL COMMUNITY TRUST

Volunteer Management Policy

The Trustees would like to thank all of our volunteers, we appreciate the time, enthusiasm and commitment .

Training and Development

Volunteers will be informed of any training opportunities and encouraged to attend. If a volunteer feels they want training in a particular area relevant to their volunteering, they should approach the nominated Trustee

We encourage knowledge sharing and peer-to-peer learning throughout all of our work and are happy to support any volunteer who wishes to provide appropriate training for other volunteers.

Support

Training will be provided as necessary and will be arranged to meet a volunteer's circumstance

We will do our best to find a role that suits an individual's interests, skills and abilities and support and advise an individual if they wish to change their role. Volunteers will be encouraged to meet and talk with other volunteers and attend social events when arranged.

Expenses

We will seek to pay volunteers out of pocket expenses if financially possible. Volunteers should have all expenses approved before they are incurred and receipts must be kept.

Equal Opportunities and Diversity

The Trust is committed to Equality and Diversity in everything it does including Volunteering

Health and Safety

Please see our separate Health and Safety Policy.

Complaints, Grievances

Please see our separate Complaints Policy and Grievance Procedure Document.

Confidentiality

Information about volunteers will be treated as confidential and only shared with others on a need-to-know basis.

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What Can Volunteers Expect and What is Expected of Volunteers

Volunteers can expect to:

- volunteer in a supportive and positive environment
- be treated with respect and courtesy
- be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio-economic background
- have opportunities to undertake appropriate training
- get recognition and thanks
- be adequately insured.

Volunteers will be expected to:

- support The Trusts's aims and objectives
- sign a mutually discussed Volunteer Agreement summarising their role and commitment
- be open and honest in their dealings
- treat trustees, contractors, employees, volunteers, users and the public with courtesy and respect
- contribute feedback as to how we could improve its service
- volunteer reliably to the best of their ability and give as much warning as possible when unable to volunteer as expected
- follow our Policies and Procedures.

These expectations are an agreement of honour rather than a legally binding contract.