



## Volunteering Policy

### Introduction

This Volunteering Policy is underpinned by the following principles:

- Harlesden Neighbourhood Forum (HNF) will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the work of HNF
- HNF expects that trustees and staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- HNF 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.
- HNF will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

### Practical guidelines

#### 1. Recruitment

Recruitment of volunteers will generally be from all sections of the community and will be in line with the HNF Equality and Diversity Policy. Positive action in recruitment may be used where appropriate.

All prospective volunteers will be asked to complete a simple registration form appropriate to the role they are applying for and will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Every volunteer role will undergo a risk assessment. For volunteer roles which involve 'regulated work' such as care giving and/or sustained and direct contact with children or vulnerable adults, volunteers will be subject to an Enhanced DBS Check. HNF has a legal obligation to ensure that volunteers are not barred from working with children or vulnerable groups. This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

#### 2. Volunteer agreements and voluntary work outlines

Each volunteer will have a volunteer agreement establishing what HNF 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; HNF has no intention of creating a contract with any volunteers.

### **3. Induction and training**

All volunteers will receive an induction into HNF 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.

### **4. Support**

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feedback, discuss future possible involvement, and express freely about any problems.

### **5. The volunteer's voice**

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

### **6. Insurance**

All volunteers are covered by HNF insurance whilst they are on the premises or engaged in any work on HNF's behalf.

### **7. Expenses**

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Out-of-pocket expenses, if required, will be reimbursed, including expenses for travel. To claim expenses, an expenses form must be completed and submitted to the Forum Coordinator.

### **8. Health and safety**

Volunteers are covered by, and subject to, the HNF Health and Safety Policy, a copy of which is on HNF's website.

### **9. Equal opportunities**

HNF operates an Equality and Diversity Policy in respect of both paid staff and volunteers. A copy is available on the HNF website. Volunteers will be expected to understand and abide by our Equality and Diversity policy.

### **10. Complaints**

HNF will help deal with any complaints that volunteers may have in line with its Complaints Procedure. In line with this policy volunteers have the right to discuss any concerns they may have with their named contact at any time.

### **11. Confidentiality**

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

### **12. Data Protection**

All information provided in the conflict of interest forms will be processed and observed within the principles and guidelines laid out in the General Data Protection Regulation.