



4.0 Volunteers

Creating a Volunteering Policy

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For those considering involving volunteers for the first time, see Information Sheet:

[4.2 Developing a Volunteer strategy](#)

Introduction

This information sheet is for organisations that have already identified a role for volunteers and are ready to develop their volunteer policies.

If you involve volunteers in your organisation it is helpful to have in place a volunteering policy. Having this policy can provide your organisation with a framework for establishing a volunteering programme.



Image: Three people working in an office.

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What Is the Policy For?

A policy provides a set of guiding principles to help with decision making, it can help to provide a consistent approach and to define the roles and relationships between various stakeholders of the organisation.

What Should It Contain?

A Statement on Why the Organisation Involves Volunteers

Setting out the principles behind your decision to involve volunteers, how it will benefit the organisation and the wider community, as well as the volunteers themselves. A positive statement can be a good way of showing that your organisation is a caring and inclusive organisation which puts great value on its volunteers.



Definition of Volunteering

Volunteering is an important expression of citizenship and an essential component of democracy. It is the commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for financial gain

This is the definition commonly accepted across the UK and used by the Welsh Government.

Scope of Volunteering

This should include a broad statement on the range of activities and where volunteering fits into the organisation and perhaps, more importantly, where the boundaries lie between volunteering and paid responsibilities. If your organisation also supports internships, work placements or other unpaid schemes it should be acknowledged whether, and to what extent, individuals on these schemes are covered by the volunteering policy, or whether there are other relevant policies in place.

Commitment to Diversity

Stating how volunteers from a range of backgrounds and with varying needs will be encouraged, recruited, welcomed and supported.

Responsibilities of the Organisation Towards Volunteers

Indicating the level of professionalism you require from volunteers, for example in relation to behaviour, dress code, reliability, reporting requirements, honesty and confidentiality.

Responsibilities and Screening

State what steps are involved in the recruitment and selection process, including whether references and or DBS are required. Include what will happen if volunteers are considered unsuitable for a particular role.

Other Relevant Information

Name the organisation's policies which also include volunteers, such as equal opportunities, health and safety, confidentiality, data protection (GDPR), policy/ procedures for reclaiming out of pocket expenses, emergency scenario policies and details of insurance cover (including any limitations or conditions on the cover provided).

Setting Differences

Procedures for what happens when there are disputes or differences, showing that the organisation has a commitment to listening and settling disputes quickly and amicably.

Further Information

Model Volunteering Policy

WCVA

<https://wcva.cymru/i-work-with-volunteers/>

Volunteering

WCVA

www.wcva.cymru/volunteering

Local Volunteer Centres

Third Sector Support Wales

<https://thirdsectorsupport.wales/>

Investing in Volunteers - Standard

Investing in Volunteers

<https://iiv.investinginvolunteers.org.uk/download-the-standard>



Cefnogi Trydydd
Sector **Cymru**

Third Sector
Support **Wales**

Third Sector Support Wales is a network of support organisations for the whole of the third sector in Wales.

It consists of the 19 local and regional support bodies across Wales, the County Voluntary Councils (CVCs) and the national support body, Wales Council for Voluntary Action (WCVA).

For further information contact
<https://thirdsectorsupport.wales/contact/>

Disclaimer

The information provided in this sheet is intended for guidance only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.