

**Volunteer Policy**

This policy will be reviewed on an ongoing basis, at least once a year. NAPA will amend this policy, following consultation, where appropriate.

Date of last review: 05/12/2021

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**Introduction**

NAPA welcomes support from volunteers from all walks of life who can help support the charity in a variety of different ways. It is therefore our intent to show our support for those who come to volunteer for us.

**Recruitment**

All volunteers must be over the age of 18 to register with NAPA.

Volunteers may be recruited through a variety of means which could include any of the following – local media (press, radio and websites), via the Hull CVS Volunteer Bureau, in community facilities across the neighbourhood, in local training and colleges, via the NAPA website, and other social media sites.

Volunteer recruitment is an integral part of our recruitment policy and procedure for the organisation therefore volunteers are expected to follow some similar introductions into the organisation as any employee of the charity.

These may include:

• Completing a short application process to register their interest in volunteering

• Attend a short informal discussion to assess potential skills and experience to ensure volunteers get the best experience possible from NAPA.

• To agree to undertake a DBS check and the take up of references, prior to volunteering within the organisation.

**Responsibility for volunteers**

Day to day responsibility for volunteers in the workplace will lie with the CEO and Administrator. These people may require training and support from the charity in order to carry out this duty. Volunteers will be given a named person who they can contact should they require support.

Task Descriptions

All volunteers working for NAPA will be provided with a clear code of conduct and written description of the tasks they are expected to undertake and assist with. At their induction, any volunteer may discuss the need to change, adapt or amend any of these tasks if appropriate.

**Safeguarding expectations**

Volunteers who work directly with children will need to undergo an enhanced DBS check before they start their work for NAPA. They are also required to undergo Safeguarding and Child Protection training every three years.

**Arrangements**

We are grateful for any support offered by a volunteer but ask that any volunteer be committed to attending at least once per month.

Volunteers might be included in timetables to support staff or have more informal arrangements for volunteering. However, we ask that any volunteer who is unable to attend informs their NAPA contact at their earliest convenience.

Volunteers are expected to complete a record of the hours they have given to NAPA. A form will be provided on which they can record these.

**Training, learning and development**

All volunteers will be provided with an initial training session which will take the form of an induction into NAPA.

Volunteers will be welcomed on any ‘in-house’ training where appropriate. Volunteers choose freely to engage in training except Safeguarding training which is mandatory.

**Support**

Volunteers will all attend an induction session on their first day, which will explain NAPA’s policies and procedures, and to set any expectations and ‘ground rules’ for the placement. The volunteer will be told who their named person is and whom they should go to for support.

Insurance and Health & Safety

All volunteers working at NAPA are covered by the charity’s insurance policy for personal accidents whilst on volunteer placement.

NAPA has a responsibility for the health and safety of all its volunteers and employees whilst at work and provides comprehensive Health & Safety policy and procedures. All volunteers must make themselves familiar with the Health & Safety policy, risk assessments and fire safety. Individuals have a responsibility to ensure their own safety and that of their co-workers whilst at NAPA.

Volunteers will be given details of proper use of equipment, what protective clothing they should wear, safety whilst on duty, and offered participation in any First Aid or Health & Safety training as appropriate.

**Confidentiality**

NAPA respects the confidentiality of all employees, volunteers, families and the children and young people we work with. Due to the nature of our business we are legally required keep information on the above, which is handled in accordance with the Data Protection Act (1998). NAPA has its own Confidentiality Policy which volunteers are expected to respect and follow.

**Volunteer Expenses**

Volunteers will be reimbursed for out-of-pocket expenses, which may arise as a result of their work with the charity – where budgets allow, this may include reimbursement of transport costs from your home to your NAPA. NAPA is unable cover volunteer childcare costs. Expenses will be paid on presentation of receipts/ travel tickets where required.

**Volunteers in receipt of Universal Credit**

NAPA volunteers who are in receipt of most types of state benefits should inform the Benefits Agency of the fact they are undertaking voluntary work. It is not the responsibility of NAPA to report this to the Benefits Agency and failure to do so could affect the benefits you receive.

**Review of the volunteer policy and procedures**

This policy will be subject to an annual review and necessary alterations as seen fit, or when change in legislation occurs. Volunteers will be made aware of any amendments to the policy by their placement supervisor.