



National Survivor User Network

Policy name	Volunteer Policy
Approved from	July 2023
Next review date	July 2025
Responsible staff member(s)	Mandy Crandale (Chief Executive Officer) mandy.crandale@nsun.org.uk Aimz Rushton (Chair of the Board) aimz.rushton@nsun.org.uk
Associated policies	Data Protection Policy Equality, Diversity and Inclusion Policy Health and Safety Policy Safeguarding Adults At Risk Policy Complaints Policy
Privacy	Internal

Contents (to easily find what you are looking for just click on the below page number or heading).

1. Introduction.....	2
2. Roles and responsibilities	2
3. Recruitment.....	3
4. Support and supervision.....	3
5. Volunteer voices and recognition	4
6. Lone working	4
7. Expenses	4
8. Insurance.....	4
9. Confidential data	4
10. Problem solving	4
11. Endings.....	5

1. Introduction and Scope

- 1.1 NSUN uses the following definition, of Volunteering, from [The National Council for Voluntary Organisations \(NCVO\)](#):
- Volunteering is when someone spends unpaid time doing something to benefit others.
 - Volunteering can be formal and organised by organisations.
 - Volunteers aren't employees and aren't covered by employment law.
- 1.2 NSUN and the hosted projects we support welcome volunteers to support our work and help us deliver our aims and objectives. As a registered charity NSUN has a board of trustees whose members volunteer their time to govern the charity, and volunteers make up some of the committees and collectives who lead our hosted projects. From time-to-time NSUN may also welcome volunteers in other capacities on a short-term ad-hoc basis.
- 1.3 This policy is designed to make sure all volunteers are treated fairly and managed consistently, and what they can do if they feel things are not going as well as they would like. It also explains what you can expect from NSUN as a volunteer and what NSUN expects from our volunteers as an important part of the wider team.
- 1.4 This policy does not cover individuals who participate in our activities whose involvement and input is covered under our participation payment policy.

2. Roles and responsibilities

Who will support volunteer at NSUN and what support is offered

Volunteers will be supported by the most appropriate person based on the work they are undertaking. This will either be the project lead for the area of work they are involved in, or in the case of trustees, by the Chair of trustees. The CEO will also oversee the support of volunteers within the organisation.

The individual responsible for supporting the volunteer must ensure

- All volunteers receive an appropriate induction
- Volunteer contact details, including emergency contacts, are collected and kept up to date.
- Volunteers are provided with sufficient support, resources and training to undertake their role.
- All volunteers receive 1-1 sessions to reflect on their experiences of undertaking their volunteering role at least annually.
- All volunteers are reimbursed for out of pocket expenses in line with the Expenses policy.

Responsibilities of the volunteer

3.2.2 Volunteers and are expected to:

- Follow our values at all times ([which can be found on our website](#)).
- Being open to new ideas and ways of working.
- Observing confidentiality of NSUN staff, associates, members and other volunteers.

- Asking questions when you are not sure.
- Working within our policies, guidelines and risk assessments appropriate to their role.
- Adhering to instructions and guidelines issued by the individual responsible for supporting them and other NSUN staff.

3. Recruitment

3.1 As of May 2023, NSUN have very low numbers of volunteers. Future volunteering opportunities would be publicised through our existing channels such as our bulletin, website and social media taking into account NSUN's Equality, Diversity and Inclusion Policy.

If you are interested in an advertised volunteering role, details of how to apply will be included within the advert. Depending on the role, the recruitment process may involve a formal interview or an informal conversation. You can read more about our recruitment processes in our [Recruitment and Selection Policy](#).

3.2 Following a successful application, we may ask for two references and depending on the role we may ask you to have a criminal records check with the DBS (Disclosure and Barring Service), which will be paid for by NSUN. If a DBS check is required this will be made clear in the application information.

4. Support and supervision

4.1 When you join NSUN as a volunteer you will have an induction appropriate to your role with the person responsible for supporting you whilst you are volunteering and as part of your induction you may meet with other members of the team. Your induction will cover, as a minimum, the following:

- Ensuring you have completed a [volunteering form](#) appropriate to your role and that we have emergency contact details for you.
- Ensuring you have access to, and have read and understood any policies and procedures relating to your role. As a minimum this will include Data Protection, Equality, diversity and inclusion, Expenses, Health and Safety and Safeguarding all of which can be found [here](#).
- A description of your volunteer role and responsibilities.
- How you can contact the person responsible for your volunteering and the rest of the team as needed for support.
- Carrying out a risk assessment for the type of volunteering role that you will be doing and making provision for any resources you may need.
- The importance of confidentiality and data protection and how we manage this at NSUN.
- How you will be paid any expenses.
- Check you are aware of what to do if you are looking to [volunteer whilst on benefits](#).

4.2 You will have a 1-1 meeting with the person responsible for supporting you as a volunteer at least annually to discuss how your role is going and any development needs you may have. The person responsible for supporting your volunteering will also check-in with you more informally on a quarterly basis. You can also ask to speak with that person about how you are feeling in your volunteer role as well as how you are progressing at any point. You can ask for support and discuss your training and development needs so that you can agree what's appropriate and take into consideration how this fits in with NSUN's

strategic aims and objectives. Please see NSUN's Training and Development policy for more information.

5. Volunteer voices and recognition

5.1 We look to retain volunteers by making sure we provide them with feedback, support and most importantly thanking them.

Thank you gifts can be provided when a volunteer leaves after a period of at least 12 months of volunteering with NSUN and should be of a value of £30 or under.

6. Lone working

7.1 As of May 2023 no volunteers are working alone. In the event that a volunteer is working alone (apart from administrative work at home) their manager and/or project lead must be on-call during their volunteering time. At the end of their volunteering time, the manager/project lead must contact the volunteer to make sure they have finished their task. If they cannot make contact with them, they must raise the alarm by alerting the CEO (mandy.crandale@nsun.org.uk) who may consider phoning the police.

7. Expenses

8.1 Expenses, like travel costs, must be approved in advance by the CEO and claimed on an expenses form with receipts. Please see our [Expenses Policy](#) for further information.

8. Insurance

9.1 Volunteers are covered by NSUN's insurance policy.

9. Confidential data and Data Protection

10.1 It is likely that some volunteers will have access to personal or confidential data relating to NSUN or it's hosted projects. Any data shared with you as part of your role must be kept strictly confidential and handled in accordance with NSUN's [Data Protection Policy](#). If you have any questions or concerns about how to handle data this must be discussed in advance your project lead and/or the CEO.

10. Problem solving

10.1 We hope that you will enjoy your time volunteering with NSUN and contributing to the work of the charity. Although the relationship between NSUN and any volunteers is entirely voluntary, it is important that the relationship works for both NSUN and you as a volunteer. If any problems do arise, you can raise these informally with you're the person supporting your volunteering, or they may raise them with you.

10.2 The CEO is responsible for managing any complaints that cannot be resolved informally and the complaints policy can be found [here](#).

11. Endings

When your volunteering with NSUN comes to an end you will be offered the opportunity to have an end of volunteering meeting with the CEO or for Board Members, the Chair of Trustees.