



VOLUNTEER POLICY

Our Vision

A world where there is support and respect for everyone with mental health issues, and an end to inequality and stigma.

Our Mission

We provide support, information and advice to empower anyone experiencing a mental health problem and promote understanding of, and positive attitudes to, mental health in the London Borough of Croydon and beyond.

Our Values

Leadership

We:

- are open to new ideas and thinking off the page
- lead by example
- are brave decision makers

Influencing Others

We:

- influence others to share knowledge / share skill sets
- communicate the shared purpose
- continue to support and influence staff in being open and honest

Open & Honest

We:

- treat each other as we would wish to be treated
- are honest and open with each other – supportive
- have each other's backs
- are reflective

Quality Relationships

We:

- listen to each other
- are each other's critical friends – this doesn't mean we criticize each other but we can question and challenge thinking to help us make better collaborative decisions
- extend a hand to lift each other up, to learn and develop and be the best we can be
- work as a collaborative team acknowledging and appreciating individual strengths and skills

Integrity

We:

- treat everyone with respect
- stay true to our purpose

Embracing Change

We:

- embrace change as a way of moving forward
- enable Mind in Croydon's strategic objectives

1. Purpose of the policy

MiC recognises that volunteers make a positive contribution to our Charity. They are valued members of our community.

This policy sets out how volunteers will be managed and supported at MiC. It also sets out the Charity's expectations of volunteers.

2. Scope of the policy

This policy applies to any type of volunteering of any length that takes place at MiC. It applies to all volunteers, and to employees who:

- recruit or manage volunteers.
- work alongside volunteers

3. Role and responsibilities

At MiC:

- The board of trustees are responsible for setting and regular review of policy and for monitoring its implementation.
- Senior Managers have overall responsibility for implementing this policy.
- Volunteer co-ordinators are responsible for recruiting and managing volunteers.
- Volunteers, and employees who work with volunteers, are responsible for familiarising themselves with the contents of this policy.
- Human Resources Manager is responsible for reviewing this policy once a year and reporting to board any changes required.

4. Definition of a volunteer

A volunteer is someone who takes on a task or works for an organisation without being paid.

Someone may become a volunteer for their personal or professional development, or for philanthropic reasons.

A volunteer may work for an organisation for any length of time. For example, a volunteer placement may last for a few hours, or several weeks or months.

Volunteers do not have a contract of employment and are not entitled to the rights that employees and workers have. Volunteers do not:

- have obligations under a contract.
- receive pay and/or benefits for your work.

Volunteers are not a substitute for paid employment.

At MiC, a volunteer may support the organisation by tasks assigned to them.

5. Charity obligations towards volunteers

MiC will:

- process any data held about volunteers in line with the UK Data Protection Regulation (UK GDPR)
- so far as reasonably practicable, ensure the health and safety of volunteers.
- ensure we do not discriminate against volunteers.

6. Volunteer role profiles

MiC will develop volunteer role profiles, which set out the tasks the person in that role is expected to complete.

7. Volunteer recruitment

Volunteers are recruited:

- in line with MiC's equal opportunities policy. Please read the equal opportunities policy on MiC's website for further details
- against the criteria set out in a volunteer role profile

Our volunteer recruitment process is:

- candidates complete a volunteering application form, which is available from www.mindincroydon.org.uk.
- candidates are invited to attend an informal interview.
- if successful at the application and interview stage, candidates are confirmed as volunteers, subject to them passing relevant checks and signing a volunteer agreement.

8. Checks on volunteers

All volunteers are subject to the certain checks.

- a basic/standard/enhanced Disclosure and Barring Service (DBS). All client facing Volunteers will have to take up enhanced DBS check. For non-client facing maybe a basic DBS check will be conducted.
- with prior agreement from the volunteer, a health check
- proof of a valid UK driving licence, if needed

If volunteers do not pass these checks, they will not be permitted to volunteer at MiC.

9. Volunteer agreement

A volunteer agreement:

- sets out the relationship between a volunteer and the organisation.
- acts as a reference point for the volunteer
- acts as a reminder to the organisation of its responsibilities towards volunteers

All volunteers must read and sign a volunteer agreement. If a signed agreement is not in place, the volunteer will not be permitted to volunteer at MiC.

10. Induction and training

Volunteers will receive an induction, which will include information on:

- their volunteer role
- the Charity
- health and safety procedures
- the premises they will volunteer at
- training and support they can expect
- volunteering policies and procedures which apply to them

Whilst working with us volunteers can expect access training.

- on-the-job training
- peer shadowing
- coaching or mentoring
- internal or external training courses

We will share your information like your personal email contact with the external training provider for example iHASCO/NCVO for purpose of training, such as: UK GDPR, Safeguarding etc. We will retain your information for no longer than necessary.

11. Volunteer schedule

The volunteer schedule is set by the volunteer co-ordinator and shared within a week in advance.

OR

Volunteers decide the days and hours they wish to volunteer in agreement with the volunteer co-ordinator.

We ask that if volunteers cannot work on the days or times planned, they let the volunteer co-ordinator know at least 1 day before they are due to start.

Please note, volunteers are under no obligation to work any hours for us.

12. Supervision

Volunteers are supervised by the volunteer co-ordinator. They should be the first point of contact for volunteers.

The volunteer co-ordinator will organise regular support sessions for volunteers to:

- check in with them and make sure they are happy with their role,
- discuss what further training and support they would like to enable them to perform their volunteering role.

Expenses

MiC will pay volunteers' out-of-pocket expense. Volunteers are not paid for the work they do.

We will reimburse volunteers for travel expenses, meals and refreshments as stated in the Volunteers Agreement.

Volunteers will only be reimbursed:

- if they provide receipts
- for the actual amount spent. Expenses are not paid at a flat rate
- if the expense is reasonable
- for times they work. They will not be reimbursed if, for example, they don't volunteer because they are sick

To claim expenses, volunteer should submit receipts to the finance and fill out an expense form.

13. Volunteer complaints

If volunteers have a complaint, they should raise it with the volunteer co-ordinator.

14. Insurance

MiC has appropriate insurance in place for volunteers.

However, volunteers' personal possessions are not insured against loss or damage.

Use of personal cars for volunteering tasks is not covered by our insurance. Any volunteer that is required to drive their personal car for their role must make sure they have adequate insurance in place.

15. Data protection and confidentiality

All volunteers are expected to comply with the volunteering confidentiality and data protection policy, which can be found at www.mindincroydon.org.uk. You would also be provided with training on UK GDPR.

16. Terminating the volunteering agreement

Volunteers can choose to stop volunteering and terminate the volunteer agreement at any time. If they wish to do so, they should contact the volunteer co-ordinator.

If a volunteer is suspected of poor conduct, the volunteer agreement may be terminated immediately, and the volunteer may be asked to leave.

Appendices

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|---|------------|
| 1. Volunteer Recruitment and Onboarding checklist - | Appendix 1 |
| 2. Volunteer Agreement - | Appendix 2 |
| 3. Personal Details Form - | Appendix 3 |

Appendix 1

Recruitment and Onboarding Checklist for Volunteers / Placement (General)

Recruitment	Who	Done
1. Draft volunteer role description (Placement) Approved by manager	Manager, Coordinator or Worker	
2. Draft volunteer advert – (all applications will not come to HR but directly to Manager, Coordinator or Worker)	Manager, Coordinator or Worker HR	
3. Draft recruitment schedule for the volunteer recruitment, this includes: <ul style="list-style-type: none"> Decide who is going to be on the shortlisting panel (x 2) and recruitment panel (x 3) Dates for advertising, when to shortlist and when to interview 	Manager, Coordinator or Worker	
4. Send to HR advert, role description and recruitment schedule (the schedule is important so that HR knows when interviews are going to happen and can plan for Onboarding) <ul style="list-style-type: none"> HR to advertise the role (website - generally 3 weeks to advertise) 	Manager, Coordinator or Worker HR	
5. Shortlisting panel and Interviews <ul style="list-style-type: none"> Shortlisting panel to shortlist (same day preferable) Invite volunteer candidates to interview Ensure that a template is used to score (this will be provided by HR) All interview paperwork to be kept for 6 months by Manager, Coordinator or Worker and then discarded. Send to HR for filing Inform HR of person being offered the volunteer role 	Manager, Coordinator or Worker	

Onboarding

1. Create Volunteer (Placement) Personal Folder (Template folder copy across)	HR	
2. Send Volunteer (Placement) conditional offer letter with New Volunteer Starter Form <ul style="list-style-type: none"> Request copy of Passport, DBS, Right to Work in the UK, picture for ID Badge, BACP accreditation (a trainee will not have this) x 2 references to be sent to Counselling Administrator 	HR	
3. Add to Master sheet under Volunteers	HR	
4. DBS check All volunteers to have an Enhanced DBS check. If DBS is not within 3 years and they are not on the DBS Updating Service, DBS to complete. To process the DBS's HR to request the following: <ul style="list-style-type: none"> 3 scans of ID from the allowed list NI Number Email address Any name changes with dates and details of change (month/year, surnames etc) Address history for 6 years with the month/year to and from for each home. Dates are needed even if it is the only home lived in during the 6 years 	HR	
5. Request References x 2 Application Reference Request Form <ul style="list-style-type: none"> Send form to the referees Once received send to HR and they will file in their personal folder. 	Manager, Coordinator or Worker	

6. Set up email address (only E1 license) Synology – request access to folders if need be HR to inform Manager, Coordinator or Worker (This is due to UK GDPR.)	HR to speak to Richard Swann	
7. Draft Volunteer Agreement Send Agreement to Manager, Coordinator or Worker to check. <ul style="list-style-type: none"> • If on Placement we need to receive the documentation from the University or College for us to sign. 	HR	
8. DocuSign (e-sign) and Save in Folder <ul style="list-style-type: none"> • Send to volunteer to sign via DocuSign • Send to Placement candidate to sign via DocuSign • Once signed save in folder and add signed to the name of document 	HR	
9. Organise Safeguarding Vulnerable Adults Online Training <ul style="list-style-type: none"> • Once done add to Volunteer training spreadsheet and send HR Certificate • NB: No one can start until this is complete. 	Manager, Coordinator or Worker	
10. Induction Process to be organise by the Manager, Coordinator, Worker This is to include reading policies and procedures	Manager, Coordinator or Worker	

Appendix 2

Private and Confidential

Full Name
Address
Postcode

Date

Dear Name

Volunteer Agreement

We greatly appreciate you volunteering with us.

1. Introduction

- 1.1 This volunteer agreement sets out what we can both expect from your volunteering role within Mind in Croydon. We are committed to providing you with a supportive environment and hope that you will find your volunteering experience rewarding and enjoyable.
- 1.2 Kindly note, this agreement is based on honour and is not legally binding. It is also not intended to create an employment relationship between us now or at any time in the future. It is intended to assist the effective operation of Mind in Croydon and to provide a supportive framework from which the volunteers operate as a team.

2. Your Role

- 2.1 This agreement sets out your obligations to Mind in Croydon and explains the aims and purposes of your role.
- 2.2 Your volunteering role will commence on [Date] and is set out in **Schedule 1 - Volunteer Role description**. The role is called [Name] Volunteer.

3. Description of the Service

- 3.1 XXXXXXXX

4. Hours of Work

- 4.1 We hope that you will be available to volunteer with us for [Hours] per week, on: [XX day and XX time]. It is important to have set days and times to fit in with the service provided to our clients.

5. Recruitment of Volunteers

- 5.1 You will be required to provide the organisation with the name and contact details of two referees. The offer of a volunteer role is made subject to the receipt of two satisfactory references.
- 5.2 You will be required to have an enhanced Disclosure and Barring Service (DBS) Clearance. It is a condition that you retain such clearance and give your continuing consent to this being rechecked at appropriate intervals. If your DBS status changes and/or you become a barred person, your voluntary role may end.

6. Induction and Training

- 6.1 You will be invited to attend an induction session, so that you can learn more about your role and how the role fits within our organisation. Policies specific to the service will be present plus a buildings tour which covers health and safety.
- 6.2 Before you start your volunteer role, we would like you to complete the online **Safeguarding Vulnerable Adults course**. Everyone who works with our clients' needs to do this course.
- 6.3 To maintain and improve your skills, we hope that you take advantage of other training opportunities presented to you during your time at Mind in Croydon.

7. Support

- 7.1 If you need any support or have any questions or complaints, your main point of contact will be [Name] who is your **Volunteer Co-ordinator**, email address: xxx@mindincroydon.org.uk
- 7.2 We welcome any ideas or suggestions you have for the better performance of your duties and ask that you inform the **Volunteer Co-ordinator** of these.

8. Holiday

- 8.1 If you are going on holiday, please can you give 3 weeks' notice so that we can ensure we have cover.

9. Sick Leave

- 9.1 If you are ill on the day you are volunteering, please can you inform the [Volunteer Co-ordinator](#) as soon as possible and reasons for being sick.
- 9.2 If you are going to be ill for a period of time, please can you inform the [Volunteer Co-ordinator](#), if known.

10. Expenses

- 10.1 You are not paid for your time as a Volunteer but the organisation will reimburse certain out of pocket expenses which you incur as a result of your volunteering with us. We will reimburse you for travel to and from work up to £8. Receipts must be provided to claim this allowance. Other expenses outside of this will need prior approval from your [Volunteer Co-ordinator](#) prior to you undertaking your shift.
- 10.2 You should complete an internal Expense Forms to claim for your travel costs with receipts. This is available from the [Volunteer Co-ordinator](#) upon request.

11. Cancellations

- 11.1 If you are not able to attend your shift, we would be grateful if you could inform your Volunteer Co-ordinator as soon as possible, on the contact details above.

12. Confidentiality

- 12.1 In the course of providing your volunteering services, you may have access to confidential information. We expect you not to use or disclose this information to any person either during your volunteering experience with us or at any time afterwards.
- 12.2 We request you read the 'Confidentiality Agreement' in **Schedule 2**.

13. Copyright

- 13.1 Copyright in all materials produced by the Mind in Croydon for use by you shall belong to the organisation. Copyright in any materials produced by you during the course of any work you undertake is the property of the Mind in Croydon unless agreed otherwise in writing. You may not use the copyright material for any purpose other than work for, or on behalf of the organisation without prior written consent of Mind in Croydon.

14. Insurance

- 14.1 Adequate insurance cover will be provided for you whilst you are attending to any voluntary work authorised by Mind in Croydon.

15. Policies and Procedures

- 15.1 You are required to adhere to Mind in Croydon's practices, policies and procedures, in particular **Safeguarding, Equality, Diversity and Inclusion and Health and Safety** which you will find attached to this agreement. We expect you to perform your volunteering role to the best of your ability at all times.

16. Termination

- 16.1 **Mind in Croydon** may terminate this agreement at any time, and with immediate effect, if:
- 16.2 We have reasonable cause to believe that you are in breach of any of your obligations under this agreement and are unable to resolve the breach within a period of a month.
- 16.3 It is prevented for reasons beyond its control from continuing with the agreement.
- 16.4 Your DBS status changes and/or you become a barred person as defined by the Disclosure and Barring Service (DBS). Or you have given false evidence in relation to any DBS check.
- 16.5 It has reasonable cause to have doubts about the quality of your voluntary work.

17. By you

- 17.1 You may at any time wish to no longer carry out volunteering duties for the organisation. We would appreciate you giving 4 weeks' notice. Please can you inform your [Volunteer Co-ordinator](#).

Please sign and date a copy of this letter of agreement in acknowledgement that you understand the contents.

We look forward to working with you as a volunteer.

Kind Regards

Signature

Name

Head of XX

On behalf of Mind in Croydon

I have read and understand the contents of this agreement letter.

Name of Volunteer:

Signature of Volunteer:

Date:

Schedule One

Volunteer Role Description

TO ADD

Schedule Two

CONFIDENTIALITY AGREEMENT

This agreement applies to all employees, volunteers and third-party contractors associated with and/or involved in the activities or affairs of Mind in Croydon (MiC). This includes all activity associated with MiC at its main office and all outreach site's locations. This agreement also confirms your acknowledgement and compliance with all of MiC's internal policies, and the terms and conditions set out in MiC's internal operational handbook; during and following your association with the organisation.

During your employment, volunteer or contractual period with MiC, and after its termination; you must keep confidential and must not at any time use or divulge to any person, firm or company, any confidential information entrusted to you including: trade secrets and other private information relating to MiC; its business or its affairs, including the business or affairs of MiC's Trustees; MiC service users, management, staff (including bank and casual staff), counsellors, volunteers, contractors and other stakeholders; except as authorised in writing by MiC, or as ordered by a Court or Competent Jurisdiction.

You must not cause or facilitate, either directly or indirectly, the unauthorised disclosure of information through any acts or omissions on your part. You must not make use of (other than for bona fide purposes for the benefit of MiC) any confidential information, trade secrets or private information belonging to MiC or its stakeholders which may have come to your knowledge during your employment or in respect of which MiC is bound by an obligation of confidence (whether express or implied) to any third-party. Moreover, you will use your best endeavours to prevent the publication or disclosure of any such information or secrets in accordance with MiC's internal UK GDPR policy. If you are in any doubt whatsoever as to what constitutes unauthorised or confidential information; you must seek advice from the CEO of MiC.

After your employment, volunteer, or contractual period with MiC has ceased, the restrictions in the third paragraph shall not apply to information which has generally become available in the public domain (other than through unauthorised disclosure) nor so as to prevent you from using your personal skills in any business in which you may be lawfully engaged after cessation of your employment, volunteer, or contractual period with MiC.

Any disclosure, misuse, copying or transmitting of any material, data or information, whether intentional or unintentional, may subject you to disciplinary action and/or prosecution. For the purposes of this agreement, any legal action or prosecution brought about by such offences will be subject to the jurisdiction of the courts of England and Wales.

I have read and understand the contents of this agreement letter.

Name of Volunteer:

Signature of Volunteer:

Date:

Appendix 3



Volunteer Details

Mr / Miss / Mrs / Ms	<input type="text"/>	Surname	<input type="text"/>
First Forename	<input type="text"/>	2nd Forename	<input type="text"/>

Note. You MUST provide your 2nd Forename if you have one. Enter N/A if you don't have one.

Address	<input type="text"/>	Date of Birth (dd/mm/yy)	<input type="text"/>
		Nationality	<input type="text"/>
		Home Phone No	<input type="text"/>
Post Code	<input type="text"/>	Mobile Phone No	<input type="text"/>
Date volunteering started (dd/mm/yy)	<input type="text"/>		

NEXT OF KIN

Name 1	<input type="text"/>	Relationship	<input type="text"/>
Address	<input type="text"/>	Day Phone No.	<input type="text"/>
		Evening Phone No.	<input type="text"/>
Post Code	<input type="text"/>	Mobile Number	<input type="text"/>

Name 2	<input type="text"/>	Relationship	<input type="text"/>
Address	<input type="text"/>	Day Phone No.	<input type="text"/>
		Evening Phone No.	<input type="text"/>
Post Code	<input type="text"/>	Mobile Number	<input type="text"/>

Signed	<input type="text"/>	Date	<input type="text"/>
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