

Volunteer Management Policy

Issue 2. February 2025



The Margaret Adcock Foundation

Registered Charity Number 1205889
135 Foss Road, Hilton, Derbyshire, DE65 5BJ.

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The Margaret Adcock Foundation is a Charitable Incorporated Organisation governed by a Constitution which established the objects and powers of the charity. The Foundation entered the Register of Charities on 24th November 2023 with Registered Charity Number 1205889.

Volunteer Management Policy

1. Purpose

This policy outlines The Margaret Adcock Foundation's approach to recruiting, managing, and supporting volunteers. It ensures that all volunteers are valued, respected, and supported in their roles while contributing effectively to the charity's mission.

2. Scope

This policy applies to:

- All volunteers, including one-off, regular, or event-specific volunteers.
- Staff and Trustees involved in the recruitment, management, or supervision of volunteers.

3. Principles

The Margaret Adcock Foundation is committed to:

1. Equality and Inclusion: Welcoming volunteers from all backgrounds and ensuring equal opportunities.
2. Support and Development: Providing volunteers with the resources and guidance needed to carry out their roles effectively.
3. Health, Safety, and Wellbeing: Creating a safe and supportive environment for volunteers.
4. Mutual Respect: Valuing volunteers' time, skills, and contributions.

4. Volunteer Roles

Volunteers will be engaged in roles that:

- Align with the charity's objectives.
- Are meaningful and add value to the organisation.
- Suit the skills and interests of the volunteers.

Each volunteer will receive a Volunteer Role Description detailing:

- Key tasks and responsibilities.
- Expected time commitments.
- Relevant policies and procedures.

5. Recruitment

5.1 Equal Opportunities

Volunteer recruitment will be open and inclusive, ensuring no individual is discriminated against based on age, gender, race, disability, sexual orientation, religion, or other protected characteristics.

5.2 Application and Selection

- Prospective volunteers may be asked to complete a simple application form or attend an informal meeting.
- References may be requested, depending on the role.
- For roles involving vulnerable people, volunteers will undergo appropriate background checks, including a Disclosure and Barring Service (DBS) check.

6. Induction and Training

Volunteers will receive an induction to:

- Familiarise them with the charity's mission, values, and policies.
- Explain their role and responsibilities.
- Introduce them to key staff, Trustees, and other volunteers.

Where necessary, volunteers will receive specific training to perform their role safely and effectively.

7. Supervision and Support

- Volunteers will have a designated point of contact (e.g., a Volunteer Coordinator or Manager) for support and guidance.
- Regular check-ins will be held to discuss progress, address concerns, and provide feedback.
- Volunteers will have access to resources and materials needed to perform their roles.

8. Expenses

Volunteers should not be out-of-pocket for their contributions. The Margaret Adcock Foundation will reimburse reasonable expenses incurred during volunteering, such as:

- Travel costs.
- Meals (if volunteering for a full day).
- Other approved expenses.

Volunteers must provide receipts for reimbursement.

9. Health, Safety, and Wellbeing

9.1 Health and Safety

The Margaret Adcock Foundation is committed to ensuring a safe environment for volunteers. Volunteers must:

- Follow all health and safety policies and procedures.
- Report any incidents, accidents, or hazards immediately.

9.2 Wellbeing

The charity will promote a culture of support and understanding. Volunteers are encouraged to communicate any concerns about their role or workload.

10. Confidentiality and Data Protection

Volunteers must respect the confidentiality of the charity, its beneficiaries, and its operations. Personal data will be handled in compliance with the UK GDPR and Data Protection Act 2018.

11. Problem-Solving and Dispute Resolution

The Margaret Adcock Foundation aims to resolve any concerns or disputes fairly and promptly. Volunteers are encouraged to:

1. Raise concerns informally with their designated contact.
2. If unresolved, escalate the matter to the Volunteer Manager or a senior member of staff.

In cases of serious misconduct, the charity reserves the right to end the volunteering arrangement.

12. Recognition and Feedback

The contributions of volunteers are essential to The Margaret Adcock Foundation. We will:

- Regularly acknowledge and celebrate volunteers' efforts.
- Provide opportunities for feedback and suggestions.

13. End of Volunteering

Volunteers may end their involvement with the charity at any time, and we request that they inform their designated contact in advance. Similarly, The Margaret Adcock Foundation may decide to conclude a volunteer's role, providing reasonable notice and explanation where possible.

14. Monitoring and Review

This policy will be reviewed annually to ensure it remains relevant and effective. Feedback from volunteers and staff will inform updates.

Approval and Acknowledgment

This policy has been approved by the Board of Trustees. All staff, Trustees, and volunteers must adhere to its principles and procedures.

Approved By:

- Chair of Trustees: D. Adcock _____
- Date: February 2025 _____

Policy Review Date:

- Next Review: November 2025 _____