Logo, company name

Description automatically generated

Volunteer Policy

VP001 Volunteers

July 2023

**Contents**

[1 Introduction 2](#_Toc140479381)

[2 Scope and Purpose 2](#_Toc140479382)

[3 Definitions 2](#_Toc140479383)

[4 Volunteering Principles 2](#_Toc140479384)

[5 Volunteer Onboarding 3](#_Toc140479385)

[6 Volunteer Development 4](#_Toc140479386)

[7 Problem Solving 4](#_Toc140479387)

[8 Roles and Responsibilities 4](#_Toc140479388)

[9 Training and Monitoring 5](#_Toc140479389)

[10 Communication and Dissemination 5](#_Toc140479390)

[11 EDI Impact Assessments 5](#_Toc140479391)

[12 Resources 6](#_Toc140479392)

[13 Version Control 6](#_Toc140479393)

1. Introduction
   1. Volunteers are integral to what we do at MHA – without them, MHA would be unable to deliver the range of support we offer. This policy forms the basis for MHA’s activities and relationships with its volunteers in reference to formal volunteering.
2. Scope and Purpose
   1. This policy is relevant for all volunteers across MHA. This policy describes MHA’s policy and statement of intent regarding the activity and relationships that the organisation has with its volunteers.
3. Definitions

|  |  |
| --- | --- |
| Term | Definition |
| **Volunteer** | A volunteer contributes their time, energy, and skills to support MHA. They are unpaid (however out of pocket expenses are available). |
| **Volunteering** | Volunteering includes action that affects social change. It is not confined to the performance of a service for another. |

1. Volunteering Principles
   1. This policy has been developed in line with MHA Values and should be understood and implemented within that context.
   2. MHA will provide meaningful volunteering opportunities that meet the expectations of volunteers whilst also helping us achieve our mission.
   3. Volunteering is distinct from Work Placements or Work Experience both of which are managed outside of the volunteering program (see HR6.8).
   4. MHA recognises that volunteers play an important part in all parts of the organisation and support older people directly or indirectly in a wide variety of roles, thus helping MHA to fulfil our strategic aims.
   5. As a charity supporting older people, MHA welcome volunteers who are older people themselves.
   6. Volunteers are required to adhere to the policies and operational instructions of MHA at all times, including the policy on confidentiality [CP029], health and safety and equal opportunities [HR4.2].
   7. MHA provide appropriate insurance cover for our volunteers with regard to Public Liability, Personal Accident and Professional Indemnity insurance cover whilst volunteering for MHA.
2. Volunteer Onboarding
   1. Each new volunteer will receive relevant information at the beginning of their time with MHA. They will be supported through their onboarding process by the Central Volunteering Team. Each volunteer will receive induction and have training allocated. Volunteer induction will continue as they move into their preferred area of volunteering. Local induction will continue to add instruction regarding the role, what they are expected to do, and all support tools and functions available to ensure a rich volunteering experience.
   2. All volunteers whose activities bring them into contact with vulnerable adults or children on a regular basis will need to complete a DBS check before they start their period of volunteering.
   3. In order to determine whether a DBS check is necessary a risk assessment of the role will be carried out by the appropriate colleague.
   4. Not all volunteer roles will require a DBS check (for more information, see VP002 Volunteer Recruitment and Selection Policy)
3. Volunteer Development
   1. MHA are committed to developing our volunteers in line with our mission and values. In order to achieve this MHA, provide our volunteers with training, guidance, and support from a named colleague in relation to their work.
   2. Compliance training is required to protect our volunteers, residents, members, and colleagues from coming into any harm whilst supporting MHA.
   3. Upon commencing as a volunteer at MHA, all volunteers are required to complete and keep up to date with relevant compliance training, as identified in MHA’s Core Training framework. This training will be automatically allocated to volunteers via MHA’s Learning Zone system based on the volunteer role(s).
4. Problem Solving
   1. MHA aim to identify and solve all problems informally at the earliest possible stage. There is a Problem-Solving Policy [VP006] to be followed when dealing with complaints from or concerning volunteers.
5. Roles and Responsibilities

|  |  |
| --- | --- |
| Role | Responsibilities |
| **All MHA colleagues and volunteers** | It is everyone’s responsibility to cultivate a positive culture around volunteering engagement. This includes the language we use and how we communicate with our volunteers.  There is an expectation and responsibility of all MHA’s colleagues to engage and consider where volunteers can be involved and add value to their work. |
| **Volunteering Manager** | The upkeep of this policy is the responsibility of the Volunteering Manager with sign off from the Executive Leadership Team (ELT) and Trustees where appropriate. This policy will be reviewed every 3 years in line with MHA’s volunteering activity. |

1. Training and Monitoring
   1. Compliance is assessed through direct observation, monitoring, and supervision of our colleagues and volunteers.
2. Communication and Dissemination
   1. This policy is disseminated and implemented within all MHA services through MHA’s channels of communication.
   2. Each colleague’s line manager must ensure that all teams are aware of their roles, responsibilities.
   3. This policy will be available to the people we support and their representatives in alternate formats, as required.
   4. Any review of this policy will include consultation with our colleagues, review of support planning, incident reports, quality audits and feedback from other agencies.
   5. Queries and issues relating to this policy should be referred to the Standards and Policy Team [policies@mha.org.uk](mailto:policies@mha.org.uk)
3. EDI Impact Assessments
   1. MHA is committed to promoting equality, diversity, and inclusion (EDI) both in the provision of services to those using MHA services including Care Homes, Retirement Living, and MHA Communities, and as an employer where colleagues and volunteers can reach their full potential, contribute effectively, and share their unique ideas and insights. We see equality, diversity, and inclusion not only as part of our inclusive culture, but essential to our continued success. Volunteers are selected solely on the basis of an individual’s suitability for the role.
   2. Equality, Diversity, and Impact Assessment to be confirmed.
4. Resources
   * [HR4.2: Equality Inclusion and Diversity Policy (Equal Opportunities)](https://intranet.mha.org.uk/Interact/Pages/Content/Document.aspx?id=2457&utm_source=interact&utm_medium=quick_search&utm_term=equal+opp)
   * [CP029: Confidentiality in Service Locations Policy](https://intranet.mha.org.uk/Interact/Pages/Content/Document.aspx?id=2531&utm_source=interact&utm_medium=quick_search&utm_term=confidentiality)
   * [Health & Safety (HS) Policies](https://intranet.mha.org.uk/Interact/Pages/Section/ContentListing.aspx?subsection=4230)
   * [VP002: Volunteer - Recruitment and Selection Policy](https://intranet.mha.org.uk/Interact/Pages/Content/Document.aspx?id=2845&SearchId=0&utm_source=interact&utm_medium=category_search&utm_term=*)
   * [VP004: Volunteer - Expenses Policy](https://intranet.mha.org.uk/Interact/Pages/Content/Document.aspx?id=2844&SearchId=0&utm_source=interact&utm_medium=category_search&utm_term=*)
   * [VP006: Volunteer - Problem Solving Policy](https://intranet.mha.org.uk/Interact/Pages/Content/Document.aspx?id=2847&SearchId=0&utm_source=interact&utm_medium=category_search&utm_term=*)
5. Version Control

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Version Date | Revision Description / Summary of Changes | Author | Next Review Date |
| 3 | July 2023 | * The policy has been updated to reflect the framework of volunteering within MHA, including role of the Central Volunteering Team. * Inclusion of clear levels of responsibility within the policy. | * Volunteer Manager * Head of Volunteering * Standards and Policy Manager | July 2026 |