



Volunteering

Version	2.0
Agreed by	Brockenhurst Village Trust Board
Date ratified	Jan 2024
Next review due	Jan 2025
Related documents	Volunteering Role Descriptions; Code of Conduct for Trustees

1. Purpose of this policy and procedure

- 1.1. To ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the work of the Trust.
- 1.2. To recognise that volunteers require satisfying work. The Trust will seek to help volunteers meet these needs, as well as helping identify any required training for them to perform their role effectively.

2. Application

- 2.1. This policy and procedure applies to all volunteers working on behalf of the Trust and to Trustees and staff when working with, or having contact with volunteers.
- 2.2. When undertaking activities held of the Community Hub facilities provided by the Brockenhurst Village Trust which include the hall, MUGA and "green space" on Highwood Rd and the "Brock Shop" on Brookley Rd , Brockenhurst.

3. Policy statement

Brockenhurst Village Trustees seeks to involve volunteers to:

- 3.1. Ensure our services and facilities meet the needs of our users
- 3.2. Increase our contact with the local community

4. Principles

- 4.1. To respect the skills, dignity and individual needs of our volunteers and to do our best to adjust to these individual requirements.
- 4.2. To be receptive to any comment from our volunteers regarding ways we might mutually better accomplish our respective tasks
- 4.3. To provide volunteers with information about the difference they are making and enable them to contribute to future plans and projects.

5. Responsibilities

- 5.1. The Volunteering Policy is the responsibility of the Brockenhurst Village Trust
- 5.2. The management of volunteers is the responsibility of the Operations Manager who will ensure that all volunteers have a named person as their main point of contact for day-to-day supervision.
- 5.3. The recruitment and induction of volunteers will be undertaken by the Operations Manager and staff.
- 5.4. The Operations Manager is responsible for reporting regularly to Trustees, giving information on any issues involving volunteers such as recruitment, management, and problems. Consideration will be given to the implications of the use of volunteers for the planning and management of future services.

6. Procedures

- 6.1. **Recruitment.** All prospective volunteers will be asked to complete an application form giving contact details and indicating areas of interest, skills, and experience. References may be required, to ensure suitability for the role. These details will be retained on file whilst the volunteer is in contact with the Trust, in line with the Privacy Policy and Procedures of the BVT which is available on the website.
- 6.2. **Voluntary Work outlines.** Where possible there will be a written outline of the work undertaken by volunteers. This is not a contract and BVT has no intention of creating a contract with any volunteer.
- 6.3. **Induction.** All volunteers will be given a general induction about the work of the BVT and the specific area of work in which they are to be involved.
- 6.4. **Insurance.** Volunteers are covered by the Trust's insurance policy whilst they are on the premises and engaged in work on its behalf.
- 6.5. **Health and Safety.** Volunteers are covered by the Trust's Health and Safety Policy, a copy of which is held on the village hall website.
- 6.6. **Equal Opportunities.** The Trust operates an equal opportunities policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of and commitment to this. A copy of this policy is held on the village hall website.
- 6.7. **Expenses.** Volunteers may claim expenses as agreed with the Operations Manager.
- 6.8. **Support.** Volunteers will have a named person as their main point of contact depending on the area of work in which they are involved. Regular support will be provided to discuss any problems and future development.
- 6.9. **Feedback.** Volunteers will be encouraged to make suggestions about the work of the Trust. Should a volunteer wish to make a complaint, the Complaints Policy and procedure can be found on the Trust website.

7. Useful information

- 7.1. Village Hall Website: www.brockenhurstvillagehall.org.uk
- 7.2. Village Hall telephone number: 01590 622580