

Volunteering Policy

The Trust is an organisation with professional staff members who work with volunteers in a wide variety of roles. This volunteer contribution is essential and valued at all levels of activity and without it the organisation would not operate at the scale achieved or to which it aspires.

Worcestershire Wildlife Trust:

- Recognises volunteering as a vital area of the Trust's activities and values the contribution that volunteers make to the Trust and their local community.
- Recruits volunteers for a wide range of roles and can also target specific tasks or activities, to match Trust needs with volunteer's skills, knowledge and experience. Constantly looks for new opportunities for volunteers to become involved.
- Is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, sexual orientation, marital status, race, disability, community background or religious beliefs. Further details can be found in the Trust's *Equal Opportunities Policy*.
- Provides appropriate induction to volunteers including the commitment to providing and maintaining a safe and healthy environment for all its volunteers and to giving appropriate training and supervision for their welfare. Further details can be found in the Trust's *Health and Safety Policy*.
- Holds and uses personal information on volunteers in compliance with the Data Protection Act. Further details can be found in the Trust's *Data Protection Statement*.
- Recognises the importance of communication to volunteers and regularly updates them on general Trust activities and initiatives as well as specific volunteer news and opportunities.
- Acknowledges that successful volunteer involvement takes account of the individual volunteer's motivations within the scope of the Trust's needs and resources.
- Appreciates that all offers of help should be acknowledged but realises that not all offers can be taken up.
- Recognises training of volunteers is a high priority and offers relevant training where necessary.

- Is committed to implementing and improving standards and best practice for the management and resourcing of voluntary activity.
- Provides appropriate support for each volunteer role, having a named person as their main contact (this may be a member of staff or another volunteer).
- Encourages volunteers to express their views about matters concerning the Trust and its work.
- Has an established framework of volunteer recognition with related activities and awards.
- Ensures that volunteers carrying out agreed work on behalf of the Trust are covered by the Trust's Public Liability Insurance and where authorised to drive Trust vehicles, by the Trust's motor insurance.
- Will consider authorised out of pocket expenses incurred by volunteers although travel expenses are not paid unless there are exceptional circumstances.
- Will endeavour to resolve in a fair and just way any problems, grievances or difficulties which may be encountered whilst volunteering. If any issue cannot be resolved informally the volunteer can raise the matter through the grievance procedure as follows:- Stage One is to raise the grievance through to the line manager of the relevant function within the Trust. If the grievance remains unresolved, Stage Two is for the volunteer to raise the grievance in writing to the Director.
- Expects volunteers to respect confidentiality and to adhere to agreed Trust policies and procedures.

This policy will be reviewed at least every five years as part of the Trust's rolling policy review programme.

Approved by Council **April 2016**