

VOLUNTEER POLICY AND PROCEDURE

POLICY STATEMENT

This policy promotes consistency in the way the Trust recruits, inducts and supervises volunteers. The policy will ensure that volunteers:

- are treated consistently and respectfully
- benefit from best practice volunteer management
- share a good experience as Aire Rivers Trust volunteers
- understand what is expected from them
- make a valuable contribution to our work and value the experience we offer them
- undertake their volunteer role in safety.

Definition of volunteers

A volunteer is a person who performs a service willingly and without pay at our request and under our supervision. This may be on a one off, occasional or regular basis. ART volunteers may undertake different roles depending on their skills and our needs. All ART volunteers are subject to the same volunteer policy whether they are a litter picker or trustee, a helper at an event, or an individual offering professional or skilled support.

Inclusivity

The Trust seeks to develop the Aire as a community asset with the broad support and involvement of local people and organisations. We will aim to be inclusive in our volunteer recruitment welcoming applications to volunteer from partners, employers, schools and colleges and individuals from all backgrounds, providing we have appropriate tasks and relevant supervision.

Young volunteers

Under 18's may volunteer for age appropriate tasks providing they are directly supervised by an appropriate adult carer, e.g. their parent, legal guardian, or school teacher.

Induction

All volunteers will receive an initial 'overview' induction to the Aire Rivers Trust.

They will also receive any specific task-related induction.

It is the responsibility of whoever is supervising an activity to ensure that all volunteers have an appropriate induction or re-cap. This includes safety advice and full information about their role and having their emergency contact details.

Support and guidance

It is our policy that every individual volunteer or group of volunteers should expect and receive support and guidance from the ART project team. This will usually be provided by the person onsite running the activity. A well supported volunteer will be happier, stay with us for longer, be more productive and work safely.

Effective support will ensure that volunteers:

- understand their role and are competent and happy to carry out the tasks asked of them
- receive any training necessary to undertake the tasks for which they have volunteered

- work safely
- have the tools and personal protective equipment for the job
- take regular breaks
- understand and are compliant with relevant art policies e.g. health and safety, lone working, safeguarding young people (all available on google drive)
- feel supported, acknowledged and thanked.

Safety

Whilst all volunteers have a shared responsibility for safety on site, it is ultimately the responsibility of event organisers and volunteer supervisors to complete a risk assessment and to review it with volunteer participants, so that risks are understood by all, and action is taken by everyone present to minimise any risks.

Expenses

The Trust will pay agreed expenses for materials etc required to undertake work for the Trust. If volunteers are likely to incur expenses, they should seek authorisation from their supervisor before incurring any expense and should submit the claim with receipts.

Accidents

If everyone follows safety procedures it is unlikely that there will be any accidents, but in the event of an accident, or a near miss, first aid or medical help should be provided- if required, the accident or near miss should be recorded in the accident book held in the First Aid Box, and the supervisor should be notified.

Insurance

The Trust holds public liability insurance to cover the Trust, staff and volunteers against claims from third parties.

Managing problems

The Trust is confident that we can resolve most issues amicably. In the event that a volunteer does not feel comfortable with a particular task we will do our best to find an alternative role. If a problem cannot be resolved, we may ultimately end the involvement of the volunteer.

Approved 15th May 2025