# Volunteering Policy

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## *Policy statement*

##

Leonard Cheshire recognises and values the significant contribution of volunteers to the work of our organisation. This contribution includes enhancing the lives of the people we work with by providing added-value to the services and programmes we deliver and promoting our objectives. This is an essential element in achieving our charitable aims.

Leonard Cheshire is committed to involving volunteers in enhancing the support and services offered to customers and to support the organisation to achieve its aims. Leonard Cheshire will endeavour to match volunteers to tasks that reflect their skills, interests and experience, and seek to ensure volunteers have a rewarding experience. Recruitment of volunteers from all sections of the community will be actively encouraged and promoted; Leonard Cheshire is particularly committed to encouraging applications from disabled people and supporting disabled volunteers. This includes supporting Leonard Cheshire customers if they wish to become volunteers.

Managers of services and programmes are responsible for the conduct and safety of volunteers, and for ensuring adherence to this policy. Volunteers must comply with relevant Leonard Cheshire policies and abide by the instructions of the manager of their service or programme. Volunteers will be provided with appropriate training, to enable them to carry out their tasks safely and effectively. Employees of Leonard Cheshire will be trained to work with volunteers as part of their induction training.

Volunteers must not be deployed in roles that are usually carried out by the employees of the service or programme. They must not undertake tasks that are included within any social care funding package. Volunteers must not be used to cover funding shortfalls, for absent employees, deployed on staffing rotas, nor used for tasks which employees are unwilling to perform.

Where relevant, social care volunteers are allowed to perform personal care tasks as part of a one-to-one enabling role to support customers to have a full and active life. However, volunteers will only deliver personal care tasks with:

* Their own consent.
* The consent of the customer (or their advocate).
* The consent of the service or programme manager.
* Appropriate training and a competence assessment.

It is particularly important that Leonard Cheshire customers (or their advocate) formally agree to a volunteer being used to deliver personal care tasks for them, whether inside or outside a service. The ‘Volunteer personal care’ form must be used to record this process before any volunteer delivers personal care to a customer.

This policy is accompanied by the Volunteering Procedure’s document, which must be followed.

## *2. Supporting information*

### 2.1 Purpose and scope

* The purpose of this policy is to ensure that volunteers are properly deployed and valued at Leonard Cheshire.
* This policy applies to all volunteers in all Leonard Cheshire workplaces or at any event organised by Leonard Cheshire.
* This policy is mandatory in all services, programmes and offices.

### 2.2 Key principles

* Volunteers should enhance the work of Leonard Cheshire and must not carry out the duties of paid staff or replace paid roles.
* Volunteering programmes will be created and delivered in line with Leonard Cheshire’s manifesto and values and reflect organisational objectives
* Volunteers’ goodwill is as valuable an asset as funds raised from supporters
* Volunteers will feel an integral part of the organisation
* Volunteers will have clear roles which, either directly or indirectly, enhance the lives of disabled people
* Volunteer recruitment procedures will be fair, efficient and consistent.
* Leonard Cheshire recognises and values the contribution of volunteers to the work of the organisation and acknowledges volunteering is important in challenging attitudes towards disability.
* Volunteers will be made aware of our key policies and where to take concerns and complaints as set out in the Volunteering Procedure.
* Volunteers’ travel, and any other agreed out of pocket expenses, will be reimbursed.
* Volunteers will receive appropriate training and induction in their roles and are covered by adequate insurance.
* The relationship between Leonard Cheshire and volunteers is binding only by trust and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to give their time.
* Leonard Cheshire does not provide payment or any other financial benefit in return for any volunteering activity (with the exception of overseas volunteers) and does not agree to provide regular volunteering opportunities
* Leonard Cheshire commits to providing quality support for volunteers and seeks to share our expertise in volunteer management with other organisations

### 3.3 Definitions

**Volunteer:** a volunteer is defined as:

* Someone who has completed any required Leonard Cheshire volunteer recruitment process and who performs a task or completes an action at the request of, or on behalf of, Leonard Cheshire.
* Someone who does not receive financial compensation beyond the reimbursement of expenses or, in the case of overseas volunteers, a small subsistence allowance.

This definition includes trustees, work placement, and unpaid interns, overseas volunteers, programme volunteers, fundraising volunteers, and people who are given time off by their company or organisation to volunteer. It also includes Leonard Cheshire customers who volunteer, and employees who volunteer outside of their employed role and paid working hours.

This definition does not include friends or family of Leonard Cheshire customers who do not wish to become volunteers. Leonard Cheshire does not take organisational responsibility for friends or family members who assist customers.

**Overseas volunteer:** an overseas volunteer is someone Leonard Cheshire has recruited from abroad via an approved agency, and to whom we provide accommodation, reimbursement of expenses and, in the case of EVS volunteers, a weekly grant.

**Customer:** for the purposes of this document, the term customer means all individuals who use any of our services, including customers using our programmes.

## *4. Further guidance*

This policy operates in conjunction with codes of conduct, operating procedures specific to each service or programme and the following policy documents:

* Volunteering Procedures
* The ‘Volunteering: personal care’ form
* Volunteer Coordinator Toolkit
* Overseas Volunteers Best Practice Guide
* Whistleblowing Policy
* Diversity Policy
* Service Users’ Right to Take Risks Policy
* Personal Relationships Policy
* Safeguarding of Vulnerable Adults (Adult Protection Scotland) Policy
* Child Protection Policy
* Procedural Arrangement for Children and Young Persons as Employees and Volunteers
* Reimbursement of Expenses Policy