



Harbour Community Volunteer Management Policy

1. Statement of Commitment to Volunteers

Harbour Community recognises that volunteers make an important contribution to its work in the community. Volunteers allow Harbour Community to reach more clients and to broaden the range of work it can undertake.

Harbour Community is committed to ensuring, as far as possible, that volunteering within the organisation is a rewarding experience by ensuring that volunteers are properly supported, valued and have access to training.

2. Volunteer Commitment to the Organisation

Harbour Community expects volunteers to understand and adhere to the principles and guidelines that govern the organisation and to be reliable and responsible as well as respectful in their dealings with others.

3. Recruitment and Selection

Harbour Community recruit's volunteers both for its own work and for other volunteer employing organisations. The principle of recruitment remains the same.

3.1 Role Descriptions: -

Role Descriptions will be drawn up wherever possible for volunteering roles within the organisation. These will outline only the essential tasks to be carried out as part of the volunteering role and the skills and qualities that are necessary for, and relevant to, the role specifically.

3.2 Advertising: -

Volunteering roles will be advertised as widely as possible. Harbour Community will ensure that methods of advertising give due regard to equality and diversity.

3.3 Selection Process: -

- Volunteers will be selected based on their suitability in relation to the Role Description.
- Volunteers will be asked to provide two references, and these will always be taken up prior to confirmation of a volunteer placement.
- Some of the work undertaken by Harbour Community is of a nature which demands an enhanced Disclosure and Barring Service (DBS) check and volunteers will be made aware of this Harbour Community will request a DBS check for relevant volunteers prior to commencement of their volunteering activity, unless a valid portable DBS check is held by the volunteer.
- Harbour Community is open to recruiting volunteers with a criminal record, based on a full assessment of all of the risks involved.
- If a potential volunteer proves to be unsuitable for the role, s/he will be told why and signposted to other volunteering opportunities.

4. Induction

4.1 Volunteer Induction Programme: -

- All volunteers will receive an Induction and Harbour Community will make every effort to adapt the Induction process and materials for those volunteers with additional needs.
- The Induction Programme will depend upon the nature of the role and the project or activity it is associated with, but should include the following elements:
 - A summary of the mission, aims and core values of Harbour Community
 - Structure of the project or activity the role relates to.
 - A summary of the duties/responsibilities relating to specific volunteering role and any guidelines relating to the role.
 - Procedures relating to the claim and payment of volunteer expenses.
 - Who to approach with queries.
 - An introduction to and appropriate training in safeguarding issues if relevant.
 - An assessment of the volunteer's training needs.
- Harbour Community will keep a record of every volunteer's Induction Programme to show that their induction has been completed and by whom.

5. Training

5.1 Provision of Training: -

- Each volunteer's training needs will be individually assessed during their Induction and Harbour Community will remain responsive to training needs of volunteers as they emerge.
- Harbour Community will support any individual who would like to use their time volunteering as part of work experience or an accredited qualification where it is practicable to do so.

6. Supervision and Support

6.1 Contact and Supervision: -

- All Harbour Community volunteers will receive regular contact and supervision from a named member of staff.
- The level and type of contact with and supervision of volunteers will depend upon the project activity and/or project it is associated with, and this will be defined in the role description and/or project induction materials.
- Every project or department within Harbour Community will provide clear systems for volunteers to report any concerns they may have around health and safety, safeguarding, the quality of the service they provide and/or concerns around their own role.

6.2 Exit Interviews: -

- When a volunteer leaves the project s/he will have a meeting with their staff contact or manager. The purpose of this meeting will be to determine why the volunteer is leaving, whether or not they have enjoyed their role and any suggestions they may have about the management of the organisation and its volunteers. The results of this interview will be recorded, and any negative comments responded to.

7. Expenses

7.1 Travel: -

- The Organisation will reimburse volunteers for travel between home and the volunteering location.
- If the volunteer uses a car, they will be reimbursed for travel at the HMRC approved rate.
- Where volunteers are car sharing, the vehicle owner/driver will claim for mileage.

- Parking fees will be reimbursed if evidence is provided. Parking fines acquired during volunteering activities will not be paid by Harbour Community.
- All volunteers who are using their own vehicle for volunteering activity must notify their insurers accordingly.

7.2 Meals: -

Volunteers will rarely be asked to volunteer for more than a few hours in the morning or afternoon, but in the event that an individual is volunteering over the course of a whole day, they will be reimbursed for the cost of a meal in line with current HMRC guidance.

7.3 Other general expenses related to the volunteer's role will be subject to approval and reimbursed on receipt of evidence of expenditure.

7.4 Payment Arrangements: -

- To receive payment for expenses, volunteers must keep all receipts including tickets for parking, bus tickets etc, and attach them to the Expenses Claim Form. Harbour Community will not reimburse money for any items where there is no proof of expenditure.
- Harbour Community recognises that some volunteers may not have the funds to pay for items (travel, meals etc.) up front and/or may not be able to wait for payment. In these cases, the volunteer should speak to their supervisor who will make alternative arrangements.

8. Health and Safety

- All volunteers will be taken through the organisation's Health and Safety Policy and guidelines specific to their role during their Induction.
- Harbour Community will provide training, supervision and support necessary and appropriate to each volunteer's role, skills and experience.

9. Insurance

All volunteers will be covered by appropriate insurance.

10. Equality and Diversity

- All policy and practice relating to volunteers will give due regard to equality, diversity and accessibility.
- Harbour Community will make any reasonable adjustments to ensure that no volunteer experiences unnecessary barriers to participating in organisation activities.
- All volunteers will be encouraged to embrace the principles laid out in the Harbour Community Equality and Diversity Policy.

11. Confidentiality

All volunteers will be taken through the Harbour Community and project Confidentiality Policies and processes as part of their Induction process.

12. Complaints and Performance Issues

- The volunteer's supervisor will discuss any issues around conduct or performance with the volunteer during a supervision session and agree with the volunteer any actions that need to be taken to address the concerns raised.
- If poor performance persists and/or it is clear that the volunteer is not suitable for a particular volunteering role, their supervisor will have a formal meeting with them and explain why they can no longer continue in their current role.
- Wherever possible, the volunteer will be offered alternative volunteering roles that may be more suitable to their skills and abilities or will be signposted through the Volunteer Centre to other organisations which may be seeking volunteers.

- In the case of serious misconduct as defined by organisational confidentiality, data protection, equality and diversity, health and safety and safeguarding policies, the volunteer’s activity will be suspended immediately while their supervisor can investigate.
- If it is clear that the conduct of the volunteer warrants an immediate end to their role, their supervisor will meet with them and clearly explain the grounds for this decision.

12.2 Safeguarding Issues

If issues arise with regards to volunteers and the safety of vulnerable individuals, these will be dealt with in line with organisational safeguarding policies.

13. Appeal

If a volunteer wishes to appeal any decision made, they may do so using the processes outlined in the Harbour Community Complaints Policy.

Prepared by: Hannah Tape	Administrator
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Signed by: Andy Cox	
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