Volunteer Policy

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The policy has been endorsed by The Trust’s Senior Management Team (SMT) and will be regularly reviewed to ensure it remains current and up to date.
**Purpose of this policy**
The Volunteer Policy identifies and sets out the principles by which The Trust works with volunteers, the benefits it gains from its volunteers and benefits that volunteers expect to gain. This policy sets out the minimum standards for recruitment, induction and appointment of volunteers to ensure that both volunteer and Trust expectations are met. It provides for fair and equal treatment of its volunteers and a framework for implementation at national, country and regional level.

**Who the policy applies to**
The policy is for staff that work with, and provide support to, volunteers within The Trust and for volunteers themselves who provide this role as a part of their Trust activities. It is useful for organisations and individuals with whom The Trust has partnership relationships. The policy will be provided to all Trust volunteers.

**Who are Prince’s Trust volunteers?**
A Prince’s Trust volunteer is someone who freely chooses to give their time to undertake tasks and activities to help The Trust achieve its aims, without payment or the expectation of payment. The arrangement is voluntary on both sides. Either party can bring this to an end.

Broadly, The Prince's Trust recognises four main types of volunteer:

i) **Programme** - those involved in Trust-managed programme delivery and related face-to-face work with young people.

ii) **Office** - those involved in office based work supporting the front-line work of The Trust.

iii) **Young Ambassadors** – those involved in representing The Trust through a wide range of opportunities, acting as role models and inspiring others through their personal experience of The Trust. This is a supported volunteer role for young people who have successfully completed a Trust programme and are now in a positive outcome.

iv) **Fundraising** - those who give their time to deliver a specific activity to an agreed fundraising target or level of expectation. Any individual fundraising outside of these parameters is an “in aid of” supporter with no obligations to The Prince’s Trust and are outside of volunteering. A ‘participant’ who takes part in a Prince’s Trust event such as Million Makers or a Challenge event are also outside of volunteering.

In addition to these roles, The Trust is supported by a number of secondments, work placements and corporate volunteers. The policy for these roles can be found in the [Volunteer, Secondment and Work Placement Policy](#).

The Prince’s Trust seeks and values the following attributes that volunteers bring

- a genuine interest in helping young people
- a non-judgemental attitude
- a willingness to listen
- understanding, commitment and reliability
thereby adhering to the Trust’s values of approachable, non-judgemental, inspiring, empowering and passionate. The Trust is not able to accept applications from those who are not willing to commit to The Trust’s aims and objectives or from those that The Trust considers to be unsuitable for the role.

Equality and Diversity
The Prince's Trust is committed to building a diverse organisation that is responsive to the needs of young people and our stakeholders. The Trust is also committed to equal opportunities at all stages of recruitment and selection. Short-listing, interviewing and selection of volunteers should always be carried out without regard to protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

The value and benefits that volunteers bring to The Prince’s Trust
The Prince’s Trust recognises that volunteers are an enormous resource in helping to meet its aims. They bring a wealth of expertise, knowledge, experience and skills to The Trust. Specifically, volunteers:

- deliver much of the face-to-face work with young people
- enrich the quality of programme delivery
- provide a unique and different relationship with young people that cannot be provided by paid staff
- provide contacts and networking opportunities that help promote and raise the profile of The Trust
- offer specialist knowledge in a variety of areas
- provide an interface between The Trust, the local community, funders, referrers and other partners upon whom The Trust relies

The benefits to a volunteer of supporting The Prince's Trust
Supporting The Prince’s Trust provides volunteers with:

- the ability to make a difference to the lives of individual young people, and thereby making a contribution to society as a whole
- an opportunity to be part of a high profile, well-respected national charity
- personal development opportunities and experiences
- networking opportunities and interaction with other volunteers, supporters and Trust staff

The Trust principles of working with volunteers
The Prince’s Trust has a number of defined principles and processes relating to a range of areas and aspects that underpin volunteer involvement in its activities. These are outlined below. The principles will ensure fair and equal treatment of all volunteers. However, it is appropriate to make a distinction between volunteers involved in Trust programmes and face-to-face work with young people, and those staff or volunteers who are managed by other organisations who run programmes on behalf of The Trust. Resource materials are provided centrally to give advice, support and guidance on all such issues, and assist in delivery. These will also be aimed at staff managing volunteers, volunteer coordinators as well as volunteers themselves.

A. The Trust’s Safeguarding young people and The Prince’s Trust
The Safeguarding Children & Vulnerable Adults Protection Policy gives clear procedures on responding to concerns regarding the safeguarding and protection of children, young people and vulnerable adults. Combined with the associated procedures, and guidance, the policy provides a structure for staff and volunteers that may come across concerns of this nature within the context of their work.

All volunteers should read this policy found at www.princes-trust.org/volunteers. An accompanying guidance note gives summary information on the volunteer’s role under this policy.

**B. Recruitment and appointment of new volunteers**
The Prince’s Trust requires the use of an application form to collect information on all prospective volunteers. Additionally, all volunteers will be formally interviewed to provide relevant information and explore their aspirations and the experience they can bring to The Trust. It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criteria is suitability for the role. Written references will be required and taken up to help confirm suitability for volunteering and for specific roles.

A DBS check (or equivalent in Northern Ireland and Scotland) is required for volunteers undertaking ‘regulated activity’. Having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence. The Prince’s Trust also asks all new volunteers to complete self-declaration questions which are included within the application form.

**C. Training**
Volunteers will have a set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences. However, to ensure that volunteers are appropriately equipped for their role each volunteer must undergo the appropriate induction and training process prior to appointment. As a minimum all volunteers are expected to complete the initial module ‘Introduction to The Trust’ and are to be offered the opportunity to attend a refresher training session at least once a year. Those volunteers working with young people are expected to complete the two day training course.

**D. Appointment**
Only when the selection process, background checks and training have been completed fully, and it is agreed that the person is suitable for the role, can a volunteer be appointed.

All volunteers must read the Volunteer Statement of Expectation which outlines what is expected from the volunteer and what they can expect from The Prince’s Trust. In commencing their role the volunteer commits to the aims, values and key policies of The Prince’s Trust. They also commit to delivering the key tasks outlined in the relevant role description.

**This Statement of Expectation is binding in honour only and there is no intention to create a contract of employment between The Trust and volunteers.**
When appointed, all volunteers must have a named contact at The Prince’s Trust. This may be a member of staff or a Volunteer Coordinator. The named contact is responsible for guiding and supporting the volunteer in their role and should be available to discuss any aspect of the volunteer’s role. A volunteer must be informed in writing (letter or email) if their Prince’s Trust contact changes.

**E. Management and support of volunteers**

Each volunteer will be provided with relevant management and support. This will include regular, appropriate and mutually agreed contact. As a minimum, volunteers will be offered an annual review, which offers the opportunity to discuss their role, share feedback and identify individual development and support needs.

The Trust will also provide appropriate recognition and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s), commitment and length of service. The Trust also promotes National Volunteers’ Week each year (usually taking place in June).

The Prince’s Trust has a procedure to help resolve any type of problems that arise, and will be carried out by an appropriate person to ensure fair and equitable treatment of volunteers. The procedure for managing volunteers can be found in our Volunteer Management toolkit (please contact your local volunteering team for a copy of the procedure).

Volunteers cannot commit The Trust to expenditure, e.g. events, contracts, expenses (other than those incurred in the course of their work for the Trust).

**F. Health and Safety**

The Prince’s Trust will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance is outlined in The Health and Safety Policy.

Volunteers must take reasonable care of themselves and others while volunteering for The Trust, and follow any health and safety advice and instruction given for their role. Volunteers should co-operate with The Trust on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have lead to injury). Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

The Trust has a duty of care to volunteers to ensure they are supported in their role, as well as our young people. If a volunteer finds themselves in a situation which is a threat to personal safety, their first point of contact should be one of the named Trust staff on their Statement of Expectation. This also details the steps to follow if the named contact is unavailable (this procedure is also covered during volunteer induction training).

**H. Expenses**

The Prince’s Trust endeavours to reimburse volunteers reasonable out-of-pocket expenses, however the decision to reimburse expenses is made at the local Volunteer Team’s discretion, based on their assessment of the requirements of The Trust, the available budget and the volunteer’s own needs. Volunteers’ expenses will be paid in accordance with the Volunteers Expenses Policy.
I. Insurance
The Prince's Trust provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on Trust activities. The Trust does not provide motor insurance cover.

All volunteers that hold Business Class motor insurance will be automatically covered for their work on behalf of The Trust. However, if their insurance is limited to social and domestic use then they will have to discuss their role as a Trust volunteer with their insurance company to ensure that they are fully covered. Volunteers will be asked to sign the relevant section on the Expenses form to confirm that they have agreed their driving on Trust business with their insurers before we can reimburse mileage costs.

J. Confidentiality, copyright and data protection issues
All volunteers are required to comply with The Trust's Confidentiality Policy with regard to their dealings with young people, and to keep confidential any Trust information they become aware of through their volunteering that is not in the public domain. Office volunteers will be asked to sign an agreement to this affect as the role will require access to Trust records and email.

Volunteers are required to assign copyright to The Trust of any work produced as a part of their volunteering role or activity.

The Prince’s Trust, in complying with The General Data Protection Regulation 2018, will treat in confidence the information it holds about volunteers. The information will be held while there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by The Prince’s Trust.

Volunteer information, such as application forms, references and any reports regarding conduct concerns, will be stored in a safe and secure (encrypted) location.

K. Leaving The Trust
Volunteers are free to cease volunteering with The Trust at any time, although, wherever possible, an agreed period leading up to this point would be helpful in order to give The Trust time to make any alternative arrangements required. It is possible that there may also be times when The Trust will ask a volunteer to cease volunteering for various reasons. Wherever possible we will offer the volunteer the opportunity to feedback before leaving their role, and ensure they are appropriately thanked for their support.

L. Volunteer Feedback
We provide a range of opportunities for volunteers to offer feedback on our processes, support and work. These are inclusive of the annual reviews and the National Volunteer Survey which is conducted every two years. Should a volunteer wish to make a complaint, they are invited to put their complaint in writing and this will be given to the relevant member of The Trust and responded to within 14 days.

We invite volunteers and staff to send any comments or suggestions regarding the Volunteer Policy to the Senior Head of National Volunteering and Secondments, Laura Dempsey at laura.dempsey@princes-trust.org.uk or Prince’s Trust House, 9 Eldon Street, London, EC2M 7LS.