

# Wellspring Healthy Living Centre (WHLC Ltd)

## VOLUNTEERS POLICY



## **Part 1: the organisation**

Your role as a volunteer is [*state nature and components of the volunteering role*] and starts on [*date*]. This volunteering role is designed to [*state how the volunteering role benefits the organisation*].

You can expect Wellspring:

### **1. Induction and training**

To provide a thorough induction on the work of Wellspring, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

### **2. Supervision, support and flexibility**

- I. To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
- II. To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems;
- III. To do our best to help you develop your volunteering role with us.

### **3. Expenses**

To reimburse the following expenses:

- Travel to and from the place of volunteering and community participation
- Travel in the course of volunteering and community participation
- Childcare
- Food and refreshments while volunteering
- Attendance at training events, conferences and courses
- Cost of equipment
- Other

We cannot pay expenses for alcohol, magazines, domestic items or wages.

**Expenses will be paid to the volunteer if claimed within 28 days of the expenditure being incurred.** If there are extenuating circumstances where this is not possible please speak to a manager.

#### Receipts:

Please ensure you can provide a receipt for expenditure, or complete a claim form for mileage. ***We cannot make payments without a receipt.***

#### Travel

We will reimburse the following:

- Bus fares
- Car use @ 40 pence per mile
- Cycle use @ 20 pence per mile
- Motorcycles – 24p per mile
- Taxi use subject to prior approval
- Rail use (cheapest available rate)
- Long distance travel by the cheapest possible method

## Childcare

Each claim for childcare will be taken on the individual circumstances and requirements.

We ask volunteers to make every effort to get close relatives / partners / friends to cover their childcare needs at no cost where possible.

We will cover costs from the time a person leaves their house to the time they return (excluding school hours if the child attends school).

## Food and refreshments

The cost of a meal can be claimed if the voluntary work takes place over a meal period or is longer than four hours.

## Attendance at training events, courses and conferences

The cost of attending can be claimed where this has been agreed in advance as part of the volunteer role or development.

## Equipment

We will reimburse volunteers for any tools or materials required to carry out the voluntary work.

### **4. Health and safety**

To provide adequate training and feedback in support of our health and safety policy.

### **5. Insurance**

To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us

### **6. Equal opportunities**

To ensure that all volunteers are dealt with in accordance with our equal opportunities policy.

### **7. Problems**

- I. To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us;
- II. In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Company's policies and procedures

## **Part 2: the volunteer**

We expect you:

- I. To help Wellspring fulfil its [*describe role/function/services which the volunteer will be helping with*];
- II. To perform your volunteering role to the best of your ability;
- III. To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
- IV. To maintain the confidential information of the organisation and of its clients;
- V. To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible;

- VI. To provide referees as agreed who may be contacted, and to agree to a Criminal Records Bureau check being carried out.

**3. Agreement**

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

Name: \_\_\_\_\_ (volunteer)

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_ (Staff member)

Signed: \_\_\_\_\_

Date: \_\_\_\_\_