



Volunteering Policy

Bless Community Support

Effective from: 18 March 2026

Review Date: March 2027

Approved by: Board of Trustees

1. Purpose of this Policy

Bless Community Support recognises the vital contribution volunteers make to our mission of improving wellbeing, reducing social isolation, supporting mental health, and strengthening community resilience. This policy sets out how volunteers are recruited, supported, valued, and protected while working with us.

Volunteers help us to:

- **Ensure our services meet the needs of our community**
- **Interact positively with service users**
- **Bring new skills, ideas, and perspectives**
- **Strengthen our connection with the local community**
- **Promote and represent Bless Community Support**

2. Our Commitment to Volunteers

Bless Community Support is committed to:

- **Integrating volunteers fully into our organisational structure**
- **Ensuring volunteers are never used to replace paid staff**
- **Encouraging staff at all levels to work positively with volunteers**
- **Providing meaningful, satisfying roles**
- **Offering training and development opportunities**
- **Ensuring volunteers feel valued, supported, and respected**

Volunteers are essential partners in delivering our free, community-focused services and activities.

3. Scope

This policy applies to all volunteers engaged in any activity on behalf of Bless Community Support, including:

- **Community groups**
- **Workshops and classes**
- **Support groups**
- **Events and day trips**
- **Environmental projects**
- **Administrative support**

Volunteers are not employees and are not subject to employment law. Nothing in this policy creates a contract of employment.

4. Recruitment of Volunteers

All prospective volunteers will:

- **Be invited to an informal interview**
- **Discuss their skills, interests, and availability**
- **Explore suitable roles**
- **Be assessed for safeguarding suitability where required**

Volunteers working with children or adults at risk will require an enhanced DBS check in line with our safeguarding policies.

5. Volunteer Agreements and Role Outlines

Each volunteer will receive:

- **A Volunteer Agreement (non-contractual)**
- **A Role Outline describing their tasks and responsibilities**
- **A Volunteers Handbook containing key policies and procedures**

These documents clarify expectations but do not create employment rights.

6. Expenses

Bless Community Support reimburses:

- **Travel expenses**
- **Other reasonable out-of-pocket expenses**
- **Lunch expenses for volunteers working five hours or more per day**

Full details are provided in the Volunteers Handbook.

7. Induction and Training

All volunteers will receive:

- **A full induction to Bless Community Support**
- **Training relevant to their role**
- **Access to additional training opportunities where possible**

Training may include safeguarding, health and safety, confidentiality, and role-specific skills.

8. Support and Supervision

Each volunteer will have a named supervisor who will:

- **Provide regular support**
- **Offer feedback and guidance**
- **Discuss development opportunities**
- **Address any concerns promptly**

Volunteers are encouraged to raise questions, ideas, or issues at any time.

9. Volunteer Voice

Volunteers are encouraged to share their views on:

- **Service delivery**
- **Improvements**
- **New project ideas**
- **Their own experience**

Information on how volunteers can contribute is included in the Volunteers Handbook.

10. Insurance

All volunteers are covered by Bless Community Support's insurance while:

- On our premises
 - Participating in activities
 - Representing the organisation
-

11. Health, Safety & Welfare

Volunteers are covered by our Health, Safety & Welfare Policy and must:

- Follow all safety procedures
- Report hazards, incidents, or concerns
- Use equipment safely

Volunteers will receive appropriate health and safety information during induction.

12. Equality, Diversity & Inclusion

Bless Community Support operates an Equality, Diversity & Inclusion Policy that applies equally to volunteers and staff.

Volunteers must demonstrate a commitment to:

- Treating everyone with dignity and respect
 - Challenging discrimination
 - Promoting inclusion
-

13. Confidentiality & GDPR

Volunteers must:

- Maintain confidentiality at all times
- Follow our Data Protection Policy
- Handle personal information responsibly
- Complete any required GDPR training

Volunteers are bound by the same confidentiality expectations as paid staff.

14. Problem-Solving and Complaints

Bless Community Support aims to resolve issues at the earliest stage. A clear procedure exists for:

- Concerns raised by volunteers

- **Concerns raised about volunteers**

This procedure is included in the Volunteers Handbook.

15. Ending a Volunteering Arrangement

Volunteers may end their involvement at any time.

Bless Community Support may also end a volunteering arrangement where:

- **A role is no longer required**
- **A volunteer breaches policy**
- **Safeguarding concerns arise**
- **Behaviour is inconsistent with our values**

Where possible, this will be discussed sensitively with the volunteer.

16. Version Control

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Board	Apr 23	Initial draft approved	Annually
2.0	Board	Mar 24	Initial draft approved	Annually
3.0	Board	Mar 25	Initial draft approved	Annually
4.0	Board	Mar 26	Initial draft approved	Annually
