Top Tips for Creating Your Volunteer Policy

A clear, well-structured volunteer policy is critical for protecting both your charity and your volunteers. The policy should be simple, use clear headings, and act as a "Start to Finish Guide" for the volunteer journey.

Core Structure and Content

- **Welcome and Overview:** Include a Welcome and an "About the Organisation/Overview" section.
- **Principles:** Define the aims of the policy, the organisation's values, and its commitment to equality.
- **Intent and Roles:** Provide a clear statement of intent, outline the process for volunteer recruitment, and specify volunteer responsibilities.
- **Induction and Conduct:** Detail the induction process, code of conduct, and volunteer agreement.
- **Support:** Include sections on supervision and support for volunteers, as well as the procedure for complaints and grievances.
- **Expenses:** Incorporate details about expenses and the specific expenses policy.

Legal and Compliance Requirements

- The policy must clearly refer to and align with relevant procedures, including insurance.
- Include provisions for GDPR, Lone Worker safety, and the Whistle Blowing Procedure.
- Reference other policies, such as equal opportunities and safeguarding, but don't repeat the full content of those other documents.

Accessibility and Communication

- Consider different learning styles by providing information using visuals, video, and text.
- Ensure volunteers can easily access documents, such as via shared drive files.

- Provide a clear Policy Procedure link, which could be a QR Code or a link via a platform like Canva.