



## **VOLUNTEER POLICY**

### **Vision**

In keeping with our vision, The Holt Community Centre is at the heart of the local community, providing a sustainable, secure, and welcoming space that is valued and supported by local people and the surrounding area.

Volunteers play a vital role in helping the Centre achieve its aims and deliver services that meet community needs.

This Volunteer Policy identifies and sets out the principles by which the Centre works with its volunteers, the benefits volunteers and the Centre gain, and the minimum standards for recruitment, induction, and support, ensuring that expectations on both sides are clear and met.

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### **Introduction**

#### **Strategic Objectives**

Within our strategic objectives, The Holt Community Centre aims to:

- Keep the building available, accessible, and safe for the use of the community
- Enable a range of educational, cultural, recreational, and social activities that respond to local needs and where all are made to feel valued and safe
- Provide access to information, advice, and community support
- Deliver high-quality services to users
- Remain financially sustainable and strengthen the management and governance of the Centre



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## **Role of Volunteers**

The Centre recognises that volunteers are an invaluable resource. They bring skills, knowledge, experience, and commitment that support — but do not replace or devalue — the role of paid staff, contractors, or consultants.

At The Holt Community Centre, volunteers may be involved in:

- Trustees / Management Committee – providing strategic oversight and governance
- Projects and groups – supporting community initiatives and activities
- Events and activities – assisting with planning, administration, and delivery
- Reception / welcoming roles – supporting users and visitors
- Youth or family activities – supporting delivery under appropriate safeguarding arrangements

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## **Equality and Diversity**

The Holt Community Centre is committed to creating an environment where everyone is treated with dignity and respect and feels welcome and valued.

We operate in line with our Equality & Diversity Policy and will ensure that volunteering opportunities are accessible and inclusive.

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## **Purpose**

By adopting this policy, The Holt Community Centre aims to:

- Recognise and value the contribution made by volunteers
- Reflect the Centre's values, standards, and strategic aims
- Clarify the roles, rights, and responsibilities of volunteers
- Confirm the Centre's commitment to involving volunteers in its work
- Establish clear and consistent principles for volunteering
- Maintain the quality of volunteering opportunities and volunteer support



This policy provides a framework for current and future volunteering roles and works alongside related policies and procedures.

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### **Recruitment and selection**

The Holt Community Centre will follow fair and inclusive recruitment practices in line with its Equality & Diversity Policy.

- All potential volunteers will complete a volunteer registration form
  - Volunteer role descriptions will outline time commitment, responsibilities, and required skills
  - Where a Disclosure and Barring Service (DBS) check is required, this will be made clear
  - Volunteers may be asked to provide up to two character references, depending on role
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### **Appointment Process**

To ensure volunteers understand their role and the values of the Centre:

- Applicants will take part in an appropriate selection process
  - This may include informal discussions, references, DBS checks, induction, and basic training
  - A volunteer role will only be confirmed once the process is complete
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## **Management and Support of Volunteers**

- The Centre provides Employer's Liability, Public Liability, and Professional Indemnity insurance for volunteers while undertaking approved Centre activities.
- Volunteers will receive appropriate management and support, which may include:
  - A named contact or project lead
  - Regular communication
  - An annual review or informal catch-up
- Volunteers should inform their project lead if they are unable to attend their usual volunteering session or require a longer break. The Centre will aim to be flexible wherever possible.
- The Centre will recognise and celebrate volunteers' contributions through appropriate events or acknowledgements.

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## **Safeguarding Children and Adults at Risk**

The Holt Community Centre is committed to safeguarding children and adults at risk.

- All volunteers are required to read and comply with the Centre's Safeguarding Policy and Procedures
- Volunteers must report any safeguarding concerns immediately in line with Centre procedures



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## Health and Safety

- The Centre will provide volunteers with information, guidance, and training necessary to carry out their role safely, in line with the Health & Safety Policy.
- Volunteers must:
  - Take reasonable care of themselves and others
  - Follow health and safety instructions
  - Report accidents, incidents, and near misses immediately
- Volunteers must not misuse or interfere with equipment provided for health, safety, or welfare.
- The Centre has a duty of care to volunteers. If a volunteer feels unsafe, they should contact the Centre Manager or, where appropriate, a Trustee.

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## Expenses

Volunteers may not commit the Centre to expenditure unless this has been agreed in advance by the Treasurer.

Payment of expenses is subject to prior approval and available funding. It is not standard practice to reimburse fuel costs unless agreed in advance.

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## Confidentiality, Copyright and Data Protection

- Volunteers may be asked to sign a Confidentiality and Data Protection Agreement, depending on role
- Any work produced as part of a volunteering role may remain the property of the Centre
- The Centre will handle volunteer information in line with UK GDPR and the Data Protection Act 2018
- Volunteer records will be stored securely and only retained where there is a legitimate purpose



Volunteers have the right to request access to information held about them.

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### **Leaving a Volunteer Role**

Volunteers may stop volunteering at any time. Wherever possible, notice is appreciated to allow the Centre to make alternative arrangements.

In some circumstances, the Centre may ask a volunteer to step down. This will be handled sensitively and fairly.

Volunteers will be thanked appropriately for their contribution.

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### **Volunteer Complaints**

Any volunteer wishing to raise a concern or complaint should follow the Centre's Complaints Procedure.

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### **Responsibility**

Overall responsibility for the implementation, monitoring, and review of this policy lies with the Chair of the Management Committee.

All trustees, staff, contractors, and volunteers are responsible for adhering to this policy.



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### **Review**

This policy will be:

- Reviewed annually
- Updated following changes in legislation, guidance, or Centre operations

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### **Approval**

This Volunteer Policy is approved by the Management Committee of The Holt Community Centre.

**Date approved:** \_\_\_\_\_

**Review date:** \_\_\_\_\_

**Signed (Chair / Authorised Person):** \_\_\_\_\_