



Volunteer Policy

1. Purpose

Our Volunteer Policy outlines the framework for engaging, supporting, and recognizing the valuable contributions of volunteers. It ensures that all volunteers operate within a respectful, safe, and supportive environment that aligns with our core values.

2. Scope

This policy applies to all volunteers involved with Hastings & Rother YMCA, regardless of the duration or nature of their commitment, and covers recruitment, induction, training, supervision, and recognition.

3. Volunteer Roles and Responsibilities

- **Service Commitment:** Volunteers are expected to support our programs and services, adhering to our values and policies.
- **Behavior:** All volunteers must maintain professional conduct, respect confidentiality, and foster a safe and inclusive environment for everyone.
- **Reporting:** Volunteers are responsible for reporting any concerns, including breaches to safeguarding or any violations of this policy.

4. Recruitment and Induction

- **Selection Process:** Volunteers will be recruited through a transparent process involving interviews, reference checks, and relevant background or safeguarding screening.
- **Induction:** New volunteers will receive comprehensive orientation covering YMCA values, relevant policies (including safeguarding and equality), and role-specific expectations.

5. Training and Support

- **Ongoing Development:** Volunteers are provided with relevant training and resources to fulfill their roles confidently.
- **Supervision:** Regular supervision sessions and performance reviews ensure continuous support and open communication.

6. Recognition and Dispute Resolution

- **Acknowledgement:** The organisation appreciates and acknowledges the contributions of its volunteers through formal and informal recognition processes.
- **Conflict Management:** Any issues or conflicts will be addressed through established dispute resolution mechanisms, ensuring a prompt and fair solution for all parties.

7. Monitoring and Review

This policy is reviewed annually to reflect emerging best practices and the evolving needs of our volunteer community.

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