



Volunteer Policy

Introduction

The Joshua Tree seeks to involve volunteers to:

- ensure our services meet the needs of our beneficiaries;
- provide new skills and perspectives;
- increase our contact with the local community we serve.

Our Values

Our values underpin everything that we do and drive our external and internal behaviour. Our six values have the following meaning:

Deliver

Use our expertise in delivering our priorities by putting donors first through pace, tenacity and determination. Be clear and timely in our decision making. Ensure that all who interact with us are clear about what needs to be done.

Innovate

Enable people to generate and implement ideas that promote our mission and increase major donations whilst keeping things simple.

Courage

Be determined to make a difference by acting in the best interests of The Joshua Tree.

Enthuse

Create energy and enthusiasm, celebrating our successes and individual achievements. Trust each other to make decisions and are accountable for our work and provide each other with support.

Respect

Act with integrity, ethically and free from bias. Value diversity and treat each other well. Act in an open and transparent way, promoting and sharing good practice. We are committed to account for the decisions we make and how we use our funds.

Compassion

Act with kindness, care and a willingness to help others,



Policy

This Volunteer Policy is underpinned by the following principles:

- The Joshua Tree will ensure that volunteers are welcomed and included into the organisation and that they understand why their involvement is significant to The Joshua Tree's work;
- The Joshua Tree does not introduce volunteers to replace paid staff;
- The Joshua Tree expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work. The Joshua Tree will put processes in place to help all staff to do this and to understand the charity's expectations when working with volunteers;
- The Joshua Tree recognises that volunteers have varying needs, aspirations and motivations, and will seek to understand these and support volunteers towards their personal goals
- The Joshua Tree is committed to providing the training and guidance volunteers need to carry out their roles effectively.

The Volunteer agreement

The Joshua Tree will:

- Introduce volunteers to how the organisation works and their role in it;
- Provide a general description of the Volunteer role;
- Treat volunteers as valued and appreciated members of The Joshua Tree team;
- Treat volunteers with respect and dignity;
- Listen to volunteers and take them seriously;
- Empower volunteers to say no or negotiate tasks and responsibilities;
- Provide such induction and training to volunteers as may be required in the opinion of the Volunteer Lead;
- Provide volunteers with a point of contact;
- Regularly hold discussions with volunteers and value feedback;
- Keep volunteers informed about changes at The Joshua Tree;
- Reimburse reasonable and pre-agreed travel costs in line with the Volunteer Expenses Policy;
- Provide a safe environment in which to carry out volunteering;
- Insure volunteers against injury that might be suffered or caused due to negligence;
- Apply our Equal Opportunities policy.



The Volunteer will be expected to:

- Treat people with respect and dignity;
- Be reliable, punctual and let the Volunteer Lead know when they are available to volunteer;
- Follow all The Joshua Tree's policies and procedures, including but not limited to Volunteer Policy, Volunteer Expenses Policy, Ambassador Policy, Recruitment Policy, Health and Safety Policy, GDPR Policy, Equal Opportunities Policy, Complaints Policy, Safeguarding Policy, Confidentiality Policy and Social Media Policy. Copies of these will be provided at Induction;
- Be open and honest in their dealings with The Joshua Tree;
- Approach staff, service users, other volunteers and members of the public in a polite, friendly and cooperative way;
- Perform their role and duties in a professional manner and to the best of their abilities;
- Let the Volunteer Lead know if the support they receive can be improved.

Recruitment

All prospective volunteers may be asked to attend an interview to find out what they would like to do, their skills, suitability and to establish how best their volunteering goals might be realised.

Volunteers fall outside the definition of staff and as a result the same extensive range of recruitment checks which must be undertaken when recruiting paid staff do not need to be completed for volunteers. However, it is acknowledged that some checks may be relevant and The Joshua Tree undertakes to decide in a fair and transparent way, following agreed processes, which checks are required for each individual volunteer. The Joshua Tree will ensure that these checks are proportionate to the volunteer role and do not create unnecessary barriers to volunteer engagement.

The extent of the checks The Joshua Tree is required to undertake on a volunteer, or that it is permitted to undertake, depend on whether a particular volunteer will be carrying out regulated activity for The Joshua Tree.

The definition of Regulated Activity is contained in the Recruitment Policy.

In addition to the above risk assessment The Joshua Tree will carry out the following checks on all volunteers:

- References where deemed necessary and proportionate to the role;



- A DBS check for roles involving work alongside children;
- an informal discussion prior to the start of a volunteering role or shift;
- checking with The Joshua Tree community for any concerns about the proposed volunteer.

Where no DBS or Barring List Checks have been carried out a volunteer will not be left unsupervised with children or be allowed to work in any Regulated Activity.

Risk assessments will be carried out by the Volunteer Lead prior to any volunteer carrying out any role. The risk assessment will consider the type of volunteering planned and identify the checks deemed necessary. It is understood and accepted that volunteer roles may already be covered by existing risk assessments, including but not limited to office or event specific risk assessments.

Supervision of Volunteers

Whether a volunteer is supervised will be key in determining whether or not they are carrying out Regulated Activity. If a DBS is required, The Joshua Tree automatically asks all volunteers to subscribe to the DBS Update Service to cover for any breaks of service of more than three months.

Within this definition there is some discretion for The Joshua Tree to decide what amounts to appropriate supervision (considering the following factors):

- the ages of the children, including whether they differ widely;
- the number of children that the individual is working with;
- whether other individuals are helping to look after children;
- the opportunity for contact with children presented by the work or volunteering;
- how vulnerable the children are; and
- how many individuals will be supervised by the person carrying out the supervision.

Volunteer role outlines

Each volunteer will have an explanation of their role establishing what The Joshua Tree undertakes to provide them. In addition, where relevant to their role, they will agree to a written outline of the specific tasks they will be undertaking in the form of a job description. Neither of these documents is a contract; The Joshua Tree has no intention of creating a contract with any volunteers. A copy of the Volunteers Handbook will also be made available to all volunteers read and use as a point of reference.



Expenses

All volunteers will be provided with a copy of the Volunteer Expenses policy which they should read, sign and return to the Volunteer Lead.

Induction and Training

All volunteers will receive an induction into The Joshua Tree and their own role. Training will be provided as appropriate. Where it is deemed applicable by the Volunteer Lead, volunteers will be entitled to receive additional training on the same basis as paid staff.

Support and Wellbeing

The Joshua Tree recognises the importance of volunteer wellbeing. All volunteers will have a named person as their main point of contact, this being the Volunteer Lead. They will be provided with regular opportunities to meet with the Volunteer Lead to feedback on progress, discuss future development and air any issues. Volunteers will also be made aware of additional support services when this is deemed appropriate by the Volunteer Lead. Should the Volunteer Lead believe that a volunteer is in need of additional support then this will be discussed with the CEO/HR Manager to determine the appropriate level of support provided. This may include but is not limited to signposting to external organisations or referral to role related services available through The Joshua Tree, for example counselling support which would be coordinated by the Volunteer Lead.

The Volunteer's voice

Volunteers are encouraged to express their views about matters concerning The Joshua Tree and its work. The Volunteer Lead will have regular, ongoing individual contact with Volunteers. There is an open-door policy at The Joshua Tree office for volunteers who need to discuss any elements of their role. In addition, regular volunteer drop in and celebration events will be scheduled to facilitate open communication, develop social connections between volunteers and foster a supportive ethos.

Insurance



All volunteers are covered by The Joshua Tree's insurance policy whilst they are on the premises or engaged in any tasks on The Joshua Tree's behalf.

Health and safety

Volunteers are covered by The Joshua Tree's Health and Safety Policy, a copy of which is in the Volunteers Handbook.

Equal opportunities and Diversity & Inclusion

The Joshua Tree operates an Equal Opportunities policy and a Diversity & Inclusion policy in respect of both paid staff and volunteers. A copy is in the Volunteers Handbook.

Volunteers will be expected to have an understanding of and commitment to our Equal Opportunities policy and Diversity & Inclusion policy.

Problem solving

We aim to identify and solve problems at the earliest possible stage. The Joshua Tree operates a Complaints policy in respect of both paid staff and volunteers. A copy of the policy is included in the Volunteers Handbook.

Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff. The Joshua Tree operates a Confidentiality policy in respect of both paid staff and volunteers. A copy of the policy is included in the Volunteers Handbook.

Volunteers under the age of 18

The Joshua Tree welcomes volunteers of all ages, however, in line with safeguarding processes, The Joshua Tree understands that there will be additional considerations for volunteers under the age of 18 which will be assessed on a case by case basis. This will include, but not limited to, parental consent being sought.

This policy was reviewed: June 2020

Next review is due: February 2022