**Template Volunteer Management Resource Pack**

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**Volunteer Policy**

**INTRODUCTION**

1. This policy sets out the broad principles by which the organisation promotes, manages and recognises the involvement and contribution of volunteers.
2. This policy and its implementation is reviewed annually to ensure it remains appropriate to the needs of the organisation and its volunteers. The organisation Management, is responsible for fostering a climate which encourages, respects and values the contribution of all volunteers and for ensuring that the needs of the volunteer are integrated into the organisation’s policies and practices.

**VISION**

3. The organisation’s commitment to people and the marine environment is expressed through active partnerships with individuals and groups. This reflects the volunteering vision and spirit of partnership working to achieve the organisations aims and objectives. It is recognised that the volunteer programme is central to the organisation being able to deliver its vision.

**COMMITMENT TO VOLUNTEERING**

4. Volunteers are an integral part of the organisation. The organisation is committed to working with volunteers at all levels of activity and welcomes and values their contribution to the achievement of its aims and objectives. Their involvement in the work of the organisation should at all times be promoted at every opportunity.

**DEFINITION OF VOLUNTEERING**

1. A volunteer is a person who undertakes unpaid work for the organisation freely and by choice without concern for financial gain or other forms of benefit in kind. Volunteers include Members of the Committee, and any person that volunteers their time and skills for the benefit of the organisation.
2. Volunteering covers all aspects of the organisation's work, from participation in its governance through membership of the Committee, to the work of volunteers at many different levels throughout the organisation.

**VALUES AND PRINCIPLES**

7. The organisation:

1. Values volunteering as integral to its work at all levels and recognises the contribution of volunteers as fundamental to its well-being and success.
2. Values volunteering as an inclusive act of participation that is in itself important in promoting the organisation's work.
3. Sustains the distinctiveness of places it protects through the practical involvement of volunteers.
4. Appreciates that volunteering is enjoyable and can change and enrich people's lives while bringing wider benefits to society.
5. Recruits volunteers with skills, knowledge and experience to match the needs of the organisation and recognises volunteers’ motivations, aspirations and their need for fulfilment in being involved in the work of the organisation.

**VOLUNTEER RELATIONSHIP WITH THE ORGANISATION**

1. The relationship of the volunteer to the organisation is one bound by trust, mutual understanding and benefit; it is a 'gift' relationship, with time given freely and willingly, without expectation of financial or other reward by the volunteer. Neither the volunteer nor the organisation regards the relationship as a contract of employment.
2. No enforceable obligation, contractual or otherwise, can be imposed on the volunteer to attend, give or be set a minimum amount of time or carry out the tasks provided. Likewise the organisation cannot be compelled to provide regular work or benefit for any activity undertaken.
3. The relationship is based on the principle that volunteers add value to the organisation 's work by performing a wide range of roles, and by contributing time, specialist skills, and a flexible approach.
4. Although volunteers offer time freely and willingly and without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged including the attainment and maintenance of the high standards on which the organisation's reputation depends and an adaptability to changing requirements.

**RESPONSIBILITIES FOR POLICY IMPLEMENTATION**

12. Having been approved by the organisation Management, the responsibility for the day-to-day execution of the policy rests with xxxx. They are responsible for the delivery of organisation policy and for ensuring that the management of volunteers is in line with organisation practice and procedural guidelines.

**THE ORGANISATION'S EXPECTATIONS OF ITS VOLUNTEERS**

1. The organisation recognises that volunteers seek to make meaningful contributions which use their skills and experience and which provide opportunities for personal development and satisfaction. While respecting that volunteers will seek fulfilment from being involved in a particular aspect of its work, the organisation expects volunteers to be committed to the organisations aims and objectives. Volunteers must comply with expected standards of practice, attend training when appropriate and behave with respect towards its members, visitors, staff, and other volunteers.
2. Volunteers will be expected to respect the organisation's need for confidentiality and the sensitive handling of information regarding its work and objectives, particularly where such information is not in the public domain. All work produced on behalf of the organisation (including, but not limited to, text documents, databases, photographs *etc.*) remains the intellectual property of the organisation. If published in an external forum (including but not limited to academic or published papers), credit should be given to the organisation for research carried out under its auspices.

**INVOLVEMENT, DEVELOPMENT AND MANAGEMENT OF VOLUNTEERS**

17. The organisation is committed to the involvement, management and development of volunteers.

a. Recruitment and Selection

(1) The organisation is committed to equal opportunities and believes that volunteering should be open to all regardless of sex, race, disability, marital status, sexual orientation or age. While seeking to involve people of all ages and ability, the organisation reserves the right to specify age limits and to define physical ability to ensure it complies with statutory and other externally imposed duty of care obligations. While specified limits will predominantly apply to volunteering of an outdoor, 'adventure' nature, other facets of involvement in the organisation's work will equally be governed by the organisation's commitment to and responsibility for the health, safety and general well-being of its volunteers, staff and general public.

(2) The organisation will recruit volunteers with the skills, knowledge, experience and values to match its needs and goals. Volunteers will be provided with a position description for the role they are applying for and will be required to complete a volunteer registration form. Where appropriate, references will be sought, a Disclosure check (criminal record and background check) carried out or membership of the Protecting Vulnerable Groups scheme requested. This will take place in line with the organisation’s Disclosure Policy, and will be determined by the role undertaken.

1. Training and Development

(1)  The organisation is committed to the appropriate training and development of its volunteers. Volunteers will receive induction training when they join the organisation, and further training appropriate to their role, during their time with the organisation.

(2)  Volunteer induction training will cover the aims and objectives of the organisation, the workings of their team, and the purpose and expectations of their role as a volunteer.

(3)  Volunteers will be included, and expected to participate, in Health and Safety training.

(4)  To ensure that performance meets the standards required by the organisation, volunteers will be encouraged to develop their skills through coaching, on-the-job training and formalised training courses as appropriate.

(5)  Volunteers need and are entitled to receive feedback on their performance. In addition to active guidance and feedback about specific tasks, staff and volunteers involved in the supervision of volunteers are encouraged to carry out appropriately structured reviews of general performance, including the identification of training and development needs.

1. Recognition.

(1) The organisation acknowledges that although volunteers do not seek reward they do appreciate and are deserving of recognition. Appreciation of the efforts of volunteers should be expressed by line managers. In addition, the organisation will seek ways to publicise and recognise the collective contribution of its volunteers.

d. General Management, Communication and Volunteer Relations

(1)  Volunteers should be treated fairly and consistently as an integral part of the team. While acknowledging the nature of the relationship between the volunteer and the organisation, line managers should take a professional approach in their interactions with volunteers, adapting their management style as appropriate.

(2)  Organisation staff, at all levels, should seek and follow appropriate routes to ensure volunteers are included in the communication process, both in terms of involvement and participation and in receipt of information.

(3)  Volunteers have the right to seek the advice and support of the organisation Management Committee in all matters pertaining to their relationship with the organisation. In the event of a complaint about a volunteer or a grievance by a volunteer, the matter must be handled sensitively and timeously, with the volunteer's point of view sought, listened to and included in any action required to be taken by the organisation.

e. Health and Safety

(1)  The organisation has a duty to all staff, volunteers, contractors, visitors and others who may be affected by its activities and it aims to protect all from risks to their health and safety as far as is reasonable.

(2)  The organisation aims to provide a safe and healthy working environment for all, and employees and volunteers are expected to co-operate fully. The organisation will provide the same standard of care for both staff and volunteers. Volunteers have a statutory duty to co-operate with the organisation in the implementation of its Health and Safety Policy and to ensure that they carry out their volunteering work without risk to themselves or others and to report risks to their supervisors.

**PROCEDURAL GUIDELINES**

18. Detailed guidelines on the recruitment, selection, training, development, recognition and general management of volunteers are contained in the organisation's Volunteer Handbook. Full details of administrative procedures pertaining to volunteer records, insurance, travel/expense claims, protective clothing *etc.*, are also contained within the Handbook.

Adopted on xxxxx

Reviewed on xxxx

Signed: Position:

Signed: Position:

**Template Volunteer Handbook**

**Welcome!** Thank you for choosing to volunteer with the ORGANISATION.

Background to the Organisation: xxxx

You are helping to deliver the objectives and aims of the organisation which are:

xxxxx

Our volunteers are at the heart of our organisation – your contribution of time provides us with the skills and opportunity to do so much more than would otherwise be possible.

We want to make sure that you get the most out of your time with us and this handbook will provide you with a general volunteering overview. Along with this handbook, you’ll also receive information about your specific role, and the opportunity to learn more about the organisation through our induction training.

If you have questions about your role, please speak to xxxx who will be able to provide more information.

We hope that you enjoy your volunteering role, and look forward to hearing about your experiences!

Kind regards,

xxxxx

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**1. Introduction**

This handbook is designed to provide information on what you can expect whilst volunteering with the ORGANISATION.

The guidelines which follow explain the relationship between a volunteer and the ORGANISATION, and will help you understand your role as a volunteer.

**2. Relationship between the ORGANISATION and a Volunteer**

The Organisation recognises that as a volunteer you have offered your time freely. There is, however, an element of responsibility on both sides. It is important for you to understand both the benefits that you will gain from volunteering with the ORGANISATION, and the ORGANISATION’s expectations of you as a volunteer.

On its part, the ORGANISATION undertakes to provide you with:

* A clear explanation of what you will be doing and why
* Appropriate training, supervision and support for your role
* A safe volunteering environment
* Induction training and the opportunity to attend further training

As a volunteer, the ORGANISATION expects that you will:

* Maintain good relations with other volunteers, employees and ORGANISATION members
* Promote the ORGANISATION to visitors
* Adhere to the ORGANISATION’s decisions, policies and procedures
* Respect and protect our natural heritage and promote others to do so.
* Be reliable and responsible at all times
* Carry out your role safely, both for your own sake and that of others
* Demonstrate high standards of work
* Attend training and support sessions as required
* Maintain confidentiality

It is important that you are well briefed on the role you are to carry out. The employee or volunteer who is in charge of your volunteering work will provide more guidance.

**3. Representing the Organisation.**

Whichever volunteer role you are in, you are an important ambassador and should always represent the best interests of the ORGANISATION. For many members of the public you are the “face” of the ORGANISATION, so please always extend a warm welcome and treat members of the public with respect and courtesy.

The ORGANISATION has an Equality Policy, which all volunteers and employees must follow. While the ORGANISATION welcomes diversity, it also has a legal obligation to ensure that neither the ORGANISATION nor anyone representing it (either directly or indirectly) discriminates against an individual on the basis of characteristics including their age, gender, race or sexual orientation. The full policy is available on request from your volunteer representative on the Management Committee.

Although the ORGANISATION does not have a specific dress code, your volunteer representative may have recommendations for appropriate clothing based on your role and location. Some activities may also require the mandatory use of specific Personal Protective Equipment or PPE. For more information on the requirement to wear PPE when requested, please see Section “Health and Safety”.

As part of your role, you may receive ORGANISATION branded clothing. Wearing ORGANISATION clothing is optional and there is no requirement to wear branded clothing while volunteering. If you choose to wear our branded clothing out with your volunteer role, please be aware that you are identifying yourself as an ORGANISATION representative and your actions may reflect on the organisation.

* Outwith your volunteer role: our volunteers’ personal opinions are very important to us, but to maintain the ORGANISATION’s political neutrality, we need to ensure that we do not appear to support any political party.
* Social Media: If you are a volunteer, your comments can reflect on the organisation - even when made in a personal setting, for example on your own social media account. Social media in particular is a public domain where a single comment can be ‘shared’ or ‘retweeted’ by many people in a very short period of time. We are happy for volunteers to promote their connection with the ORGANISATION, but please be aware that you are identifying yourself as a ORGANISATION representative and your actions may reflect on the ORGANISATION. (We recommend including the statement ‘all opinions are my own’ in your social media profile, to ensure that any comments do not reflect on organisations to which you are connected.) The ORGANISATION has a Social Media Policy which goes into more detail on the topic of social media use for personal purposes. The principles in that section (including but not limited to, not breaking the law, refraining from prejudicial language and ensuring the organisation’s political neutrality) apply to all of our volunteers, including those without access to social media.

Sadly, there have been recent examples where individuals have made unwise comments on social media. As with any type of public comment, please be aware of how your words may be viewed or reported by others, in particular those who may not share your opinions.

**4. Who can become an ORGANISATION Volunteer?**

The ORGANISATION has an equal opportunities policy and volunteering is open to all, based on the suitability of the volunteer to carry out the particular role in context of the location. Please speak to your volunteer representative if you have any essential requirements in relation to your volunteering role – your representative will be able to discuss any reasonable adjustments which can be made in order to assist.

The ORGANISATION has no upper age limit and recognises the valuable contribution made by older volunteers in terms of knowledge and experience. For certain conservation tasks, there is a minimum age of 16. Certain activities may be restricted for those under 18 due to Health and Safety and child protection legislation.

If your role specifically involves working with children your volunteer representative may require you to complete a Disclosure Scotland application or PVG (Protection of Vulnerable Groups) Scheme membership application. If this is a requirement of your role, it should be noted on your Volunteer Role Description – please note that if the role requires this check, you will be unable to volunteer in this particular role unless it has been completed.

**5. Attendance**

To make sure that our projects operate smoothly, it’s important that we know in advance which volunteers plan to attend which projects or shifts. Where you have signed up to attend on a specific occasion, we appreciate that you will make every effort to attend and arrive on time, but understand that unexpected events may on occasion prevent this from happening. If you are unable to attend on a certain day, please inform xxxx, as soon as possible so that alternative arrangements can be made.

**6. Confidentiality and Intellectual Property Rights**

During the course of your volunteer work with the ORGANISATION you may be party to personal information or confidential information about ORGANISATION activities that is not in the public domain. You are required to keep such information confidential and not to communicate it outside of the organisation.

Some specific roles also require handling of personal data on a more regular basis, and in such cases, those volunteers will be required to complete an online data protection training module, and any subsequent refreshers. Such roles should have this requirement set out in their role description.

All work produced on behalf of the organisation (including, but not limited to, text documents, databases, photographs, etc.) remains the intellectual property of the organisation. If published in an external forum (including but not limited to academic or published papers), credit should be given to the organisation for research carried out under its auspices.

If your role involves the creation of intellectual property, or if you create something which the ORGANISATION would like to use, then you will be asked to complete an Intellectual Property statement. The ORGANISATION appreciates and recognises the vast amount of work carried out by volunteers, therefore even when assigning intellectual property rights to the organisation, the ORGANISATION recognises that the volunteer retains the moral right to be recognised as the creator of their work.

**7. How We Communicate With You**

Volunteers will receive communications which are relevant to their role, which may include essential information about the volunteering location and event programmes.

You can also connect with us through social media:

* Facebook:
* Twitter:

**8. Induction and Training**

Your volunteer induction will be specific to your new volunteer role. This will include Induction for Volunteers, a welcome pack and work / location specific safety talks given at the start of each project.

**9. Volunteer Reward and Recognition**

The ORGANISATION recognises the highly significant contribution made by our volunteers, that without volunteer input, the ORGANISATION would struggle to meet many of its objectives, and that our volunteers are partners in achieving the aims and objectives of the organisation.

Volunteering is an exchange. Whilst the benefits that volunteers gain from their involvement with the ORGANISATION will differ from individual to individual.

**10. Insurance**

The organisation has employer’s liability insurance in place to cover its people, including our volunteers while they are engaged in voluntary work or associated activities connected with the ORGANISATION.

Please note that individual volunteers are not covered by the ORGANISATION’s insurance until the following three steps have been carried out:

* A completed registration form has been returned to xxxx.
* The volunteer has received a role description outlining their agreed duties and conditions of volunteering.
* A role relevant induction has been carried out and recorded. It is the responsibility of the volunteer representative to ensure that the formal registration process is carried out for all current volunteers.
* Personal Belongings: The ORGANISATION cannot accept liability for any personal items damaged or lost as the personal belongings of employees and volunteers are not insured by the ORGANISATION. Volunteers are therefore requested not to bring valuables to their place of volunteering and are reminded that their personal belongings should be covered under their own personal insurance policy.

**11. Health and Safety**

In accordance with the Health and Safety at Work Act 1974, the ORGANISATION is responsible for ensuring the health, safety and welfare of all employees, so far as reasonably practicable. The ORGANISATION recognises that it owes the same standards of care in health and safety to both volunteers and employees. At the same time, all volunteers and employees have a responsibility to ensure that they do not put themselves or anyone else at risk, working in accordance with any instructions they have been given.

* Volunteers will receive a thorough tools / site safety talk at the beginning of each project
	+ All other volunteers will receive a site-specific induction. If you do not understand any aspect of the activity procedure, risk assessment, safety talk or if you have any health and safety concerns, you must speak to your supervisor / volunteer representative. Personal Protective Equipment: It is the ORGANISATION’s responsibility to ensure you have any essential Personal Protection Equipment (PPE). PPE may be issued for the day or for the duration of your volunteering. Training will be provided on its correct use - it is the responsibility of the volunteer to use PPE as instructed. As the ORGANISATION takes the welfare of its people seriously, a volunteer who does not use / misuses required PPE equipment may be asked to leave a work area or even terminate their volunteering.
* If you experience an accident, incident or ‘near miss’ while volunteering with the ORGANISATION, you must inform your volunteer representative or project officer, who will ensure that this is recorded in line with the ORGANISATION’s procedures. If you witness something which you believe presents a risk to yourself or others, again please inform your volunteer representative or xxxx.
* Smoking: In line with current legislation. Volunteers will be advised if there is a designated smoking area at their place of volunteering.
* Breaks: Volunteers will be given tea breaks and lunch breaks appropriate to their designated role and shift length.

**12. Dealing with Difficult Situations**

The organisation aims to treat all our volunteers and employees fairly and objectively. We do recognise that situations may arise from time to time which volunteers, or employees working with volunteers, need assistance to resolve. If you have a problem concerning any aspect of your voluntary work, we ask that you take this up directly with the employee or volunteer who is responsible for your work. Your views will always be heard and given full consideration. If this does not result in a mutually acceptable resolution of the difficulty, further advice should be sought from your volunteer representative.

Guidance notes have been developed to provide step-by-step processes for dealing with difficult situations and volunteer grievances. These notes are available to both volunteers and employees – if you would like to receive copies, please get in touch with your volunteer representative.

**13. Bullying and Harassment**

The organisation holds that all of its people should be treated with dignity and respect and should not be subject to bullying, harassment or any discriminatory treatment. It expects all employees and volunteers to honour and comply with this code of conduct and to behave accordingly. Should a situation arise where you feel that you have not been treated in a fitting manner then you should in the first instance, discuss this with the employee or volunteer who is your immediate line manager. Advice and assistance can also be sought from volunteer representative.

**14. Volunteering and Claiming Benefits**

You can volunteer for as many hours as you want, as long as you still meet the conditions to get your benefit or tax credit. (The previous guidance of volunteering for a maximum of 16 hours a week no longer applies.) If you are in receipt of benefits, we recommend that you discuss the volunteer role you wish to carry out with a benefits adviser before you start to volunteer. More information is available from https://www.citizensadvice.org.uk/benefits/benefits-introduction/how-volunteering-affects-your-benefits/.

**15. End of Placement/Evaluation Form**

At the end of your time as a volunteer, it would be very helpful if you would take the time to provide us with some feedback. An evaluation form is included within this booklet and when completed, should be forwarded to your volunteer representative.

**16. And Finally...**

Becoming a Volunteer will provide you with all kinds of new and exciting opportunities. We hope that through your volunteering with us you will learn new skills, meet new people, explore our stunning coastline and do something completely removed from your usual routine.

Thank you for your time and commitment to volunteering with the organisation. Your enthusiasm and dedication is crucial to preservation work of the organisation.

**17. Contact Us**

**Volunteer Registration Form**

Please complete all sections

Role: 

  

**About You**

Title: 

First Name:  

Surname:  

Date of Birth:  

Gender: Female Male Other Undisclosed

Address: 





   

Primary Telephone Number: 

Secondary Telephone Number: 

Personal Email Address: 

Are you normally resident in the UK? Yes No

If no, please state your country of residence:     

Please tick to confirm that you have the right and / or appropriate visa to work in the UK for more than 30 days.

**Emergency Contact**

Name: 

Relationship: 

Primary Telephone Number: 

Secondary Telephone Number: 

**Other Information**

Do you have any skills, interests, voluntary and/or professional experience relevant to the role?

      

Do you have any health issues/disabilities that we should be aware of, or that may impact on your volunteer role?

Yes No

If yes, please specify:  





Do you have any criminal convictions which are unspent?

Yes No

If yes, please specify:  





  

**Opt In Section**

    

I understand the organisation will send me emails which are relevant to my volunteering role(s).

Yes No

I consent to the organisation sending me other communications related to the organisation.

Yes No

I consent to the organisation holding and using photographs of me in my volunteer role(s).

Yes No

**Data Protection Statement**

 

The organisation respects your privacy and will not disclose your personal data to any third party without your consent. By providing your signature below, you consent to the organisation processing any personal data (including sensitive personal data) that may be collected from you for the purpose of your registration and maintaining records. Our full Privacy Policy can be issued on request.

Signature: 

Date: 

**Volunteer Induction Checklist**

Welcome to the organisation. This checklist is completed for all new employees and volunteers regardless of grade or position. It will be completed by your line manager (or by a person who has been appointed to do so) when they welcome you to the organisation on your first day. Any comments or suggestions for the improvement and development of the checklist should be directed to xxxx.

Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Volunteer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Line Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

On completion of checklist, please sign:

Line Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (or appointed person)

Employee/Volunteer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your line manager will spend time with you on your first day to introduce you to your place of work and to your fellow team members. Please do not hesitate to ask any questions if you are unsure about any aspect of what is being discussed.

**Section A - Welcome**

|  |  |  |
| --- | --- | --- |
| 1  | Meeting your Line Manager (or appointed person) and other team members  |  |
| 2  | Discuss plan for day 1 and outline of your induction journey (induction journey will include checklist, handbook and other important documents). |  |
| 3  | Tour of your general working area, location of toilets and facilities.  |  |

**Section B – Safety, Health, and Environment**

|  |  |  |
| --- | --- | --- |
| 1 Fire Safety  | Line manager to show location of fire exits, how to operate them and the importance of keeping passageways and fire exits clear at all times.  |  |
| Line manager to show location of assembly point(s) / safety posters and explain responsibilities in relation to fire procedures.  |  |
| 2  | Your line manager will explain your, and the organisation’s, health and safety responsibilities and how to raise issues of concern.  |  |
| 3  | Your line manager will show you where to find all health and safety documents, policies and guidance. |  |
| 4  | Your line manager will tell you who your Volunteer Representative /safety co-ordinator is and how to contact them. |  |
| 5  | All accidents, incidents and near misses, no matter how minor, must be reported using accident report forms.  |  |
| 6  | Explanation of how to obtain First Aid assistance and location of First Aid box. |  |
| 7  | Explanation of equipment/ tasks/ or processes that require specific instruction or training and relevant assessments or activity procedures before being carried out.  |  |
| 8 | Protective clothing issued (if applicable)  |  |
| 9  | You line manager should complete any activity procedures/risk assessments relating to your post if applicable arrange training if required.  |  |
| 10  | Your line manager will explain the recycling (*eg.* paper, cans, bottles) and paper re-use procedures in the office.  |  |
| 11  | You line manager will explain the organisation’s policy on environmentally friendly travel while travelling on organisation business.  |  |
| 12  | The organisation encourages staff and volunteers to contribute their ideas as to how we can improve our environmental performance. If you have any ideas, please raise them with your line manager. |  |

**Section C - Your Working Environment**

|  |  |  |
| --- | --- | --- |
| 1  | Your refreshments and lunch breaks  |  |
| 2  | Smoking / Alcohol policy  |  |
| 3  | Explanation of dress code and expected standards of behaviour  |  |
| 4  | Explanation of security / access arrangements.  |  |
| 5  | Clarification of your job/position description and duties  |   |
| 7  | Introduction to and importance of customer care, promoting the organisation within and outside your workplace.  |   |
| 8  | Explain the role of volunteers in the organisation and the importance of the contribution they make  |  |
| 9  | Introduction to your personal work area, equipment, stationery.  |  |
| 10  | Your line manager will discuss work tasks for your first day and a plan for your first week  |  |

**Section D - Your Terms and Conditions**

|  |  |  |
| --- | --- | --- |
| 1  | Confirmation that you have received all relevant documents. For Volunteers to confirm an application form has been completed, position description and Volunteer handbook received and expenses discussed and explained.  |  |
| 2  | Explanation of your hours of work; local variations; Working Time Regulations record and policy  |  |
| 3 | Explanation of leave entitlement; local arrangements; any holidays already booked; booking annual leave. Giving as much notice as possible when taking time off.  |  |
| 4 | What to do if you are taken ill at work and procedure for reporting ill-health  |  |
| 5  | Personal queries and who to contact  |  |
| 6 | Bullying and harassment – what to do and who to contact if this happens to you  |  |

Review of the first day, local issues discussed and any immediate training requirements.

**Volunteer Expenses Claim Form**

**VOLUNTEER EXPENSES**

**CLAIM FORM**

|  |  |  |
| --- | --- | --- |
| NAME | PROJECT REFERENCE |  |
|  |  |
| ADDRESS FOR CHEQUES OR BANK DETAILS FOR BACS: |  |
|  |
|  |  |
| **Receipts**: Please retain receipts whenever possible. Please staple and number your receipts to this form. |
| **Mileage**: Will be paid at the agreed amount by the Management Committee in alignment with current rates. |
|  |  |
| Details expenditure claimed: |
| Date | Description | Car Miles | Receipt No | £ |
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| TOTAL |  |

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| --- | --- |
| Signature: |  |
| Date: |  |

|  |
| --- |
| LINE MANAGER |
| I approve the attached expenses claim | Signature: | Print Name: | Date: |
|  |  |  |