

# Policies and Procedures

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Policies define what an organisation does and how it does it. They also clarify responsibilities and define lines of communication and accountability. Procedures detail, within the policy principles, how the service will be provided.

When involving volunteers, organisations should make sure they have systems and procedures in place to ensure their volunteers have a great experience. If there is a good structure of policies and procedures within which to manage your volunteers, many problems can be prevented. The policies needed by an organisation will depend on the sort of work it does and its size. A large organisation is likely to have more complex detailed policy than a small informal organisation.

## Essential

As a minimum, volunteer-involving organisations should have the following in place:

- Volunteer Policy
- Health and Safety Policy
- Role Description
- Insurance cover that includes volunteers
- Safeguarding policy, if applicable

## Desirable

- The following list may also be useful and can be adjusted for your own organisation:
- Selection and recruitment
- Supervision record form
- Induction process
- Vetting (if appropriate) and references (including DBS checks)
- Equal opportunities policy
- Training
- Support and supervision for volunteers and the staff who manage them
- Volunteer review form
- Problem-solving procedure

It is important to note that all policies and procedures should be adapted to each individual organisation. This process should involve consultation with staff, volunteers and where appropriate stakeholders. All policies and procedures should be reviewed regularly and adapted in light of experience. In addition, the whole organisation needs to be well managed so that both staff and volunteers can concentrate on delivering the best service possible.