

The Restore Project CIC - Volunteer Policy

1. Purpose

The Restore Project CIC recognises the vital contribution of volunteers in achieving our mission to support young people and families. This policy outlines our commitment to volunteers and sets out expectations to ensure a safe, respectful, and rewarding experience for all involved.

2. Our Commitment to Volunteers

We aim to:

- Provide a welcoming, inclusive, and supportive environment
- Treat volunteers with dignity and respect
- Offer meaningful roles and appropriate training
- Recognise and value the contribution volunteers make
- Ensure volunteers are not used to replace paid staff but to complement and enhance our services

3. Volunteer Roles

Volunteer opportunities may include:

- Mentoring or supporting young people in a 1:1 or group setting
- Assisting with events or workshops
- Administrative or project support
- Outreach and community engagement

Each volunteer will receive a **Volunteer Role Description** detailing their responsibilities, time commitment, and any required training.

4. Recruitment and Selection

We aim to ensure a fair and transparent recruitment process:

- Interested individuals will complete a **Volunteer Application Form**

- Informal interviews will be held to assess interest, suitability, and alignment with our values
- References may be requested, and **DBS checks** are required for roles involving work with children or vulnerable people
- Successful volunteers will be asked to sign a **Volunteer Agreement** (not a contract of employment)

5. Induction and Training

All volunteers will receive:

- A structured induction to the organisation, including key policies (e.g., Safeguarding, Health & Safety, GDPR)
- Appropriate training for their role (safeguarding, mentoring, first aid - if appropriate)
- Ongoing support from a named supervisor or team member

6. Supervision and Support

We are committed to ensuring volunteers feel valued and supported:

- Volunteers will have a designated **point of contact** for guidance and support
- **Regular check-ins** or supervision meetings will be held, depending on the role
- Feedback is encouraged both ways to improve volunteer experience and programme delivery

7. Conduct and Behaviour

Volunteers are expected to:

- Act in line with our values of **Resilience, Respect, Responsibility, Resourcefulness, Role Models, Reliability, and Relatability**
- Maintain confidentiality at all times
- Comply with all relevant policies (Safeguarding, Data Protection, Equal Opportunities, etc.)
- Notify their supervisor if they are unable to attend as expected

Inappropriate behaviour or breaches of policy may result in ending the volunteer placement.

8. Safeguarding

- Volunteers working with children, young people, or vulnerable adults must adhere to our **Safeguarding Policy**
- They must complete safeguarding training and have an up-to-date **DBS check** (arranged by us)
- Any safeguarding concerns must be reported immediately to the **Designated Safeguarding Lead**

9. Health and Safety

- Volunteers must take reasonable care for their own health and safety and that of others
- Follow all Health & Safety guidelines, including risk assessments
- Report any accidents, incidents, or hazards to their supervisor immediately

10. Expenses

- Volunteers will be reimbursed for **reasonable, agreed expenses** such as travel or materials
- Receipts must be submitted using the **Volunteer Expenses Form**
- Claims should be submitted monthly

11. Insurance

All registered volunteers are covered under The Restore Project CIC's **Public Liability and Employer's Liability Insurance** while volunteering for us.

12. Confidentiality and Data Protection

- Volunteers may have access to sensitive or personal information and must respect confidentiality
- All personal data will be handled in accordance with our **Data Protection and GDPR Policy**

13. Problem Solving and Complaints

If a volunteer has a concern:

- First raise it with their designated supervisor
- If unresolved, a formal complaint may be submitted under our **Complaints Policy**
- Volunteers will also be supported if they have concerns about misconduct or safeguarding (see **Whistleblowing Policy**)

14. Ending the Volunteer Role

- Either the volunteer or The Restore Project CIC may end the volunteering arrangement at any time
- Where possible, we ask for notice to allow for a smooth transition
- Volunteers may be invited to a **feedback or exit discussion** to reflect on their experience

The Restore Project CIC

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