



VOLUNTEER POLICY

Introduction

The Volunteer Policy sets out to:

- Reflect the purpose, value and standards of MHY&CG and its involvement of volunteers.
- Support volunteers by recognising their respective roles, commitments and responsibilities within MHY&CG
- Confirm MHY&CG commitment to involving volunteers in its work.
- Establish clear principles for the involvement of volunteers.

Volunteering with MHY&CG

A MHY&CG volunteer' is defined as someone who commits time and energy for the benefit of MHY&CG operations. They do so freely, through personal choice and without expectation of financial reward, except for payment of actual out-of-pocket expenses.

MHY&CG recognises the importance of volunteering in its work. We aim to support our volunteers so that they and MHY&CG benefit from volunteers' contributions as much as possible. MHY&CG believes that our relationship with volunteers is one of mutual responsibility and, while there is no formal agreement or contract, both MHY&CG and the volunteers have commitments and responsibilities as detailed in this policy. We aim to ensure that volunteers enjoy their involvement with us and gain from it in terms of their own personal objectives. Volunteering is a crucial and essential activity; it is not intended as a substitute for paid employment.

Supporting Volunteers - commitments and responsibilities

In engaging volunteers, MHY&CG commits to the following. Volunteers will:

- Be given access to a MH tshirt & hoodie with Volunteer or Support on it to clearly identify their role when on duty. In addition, and where appropriate, volunteers will be issued with more specific policy/procedure information relating to a particular service.

- Be given an induction to the service they will volunteer with.
- Know what is expected of them and will be given clear information about their role.
- Be given appropriate and meaningful roles that encourage personal development through their participation as volunteers.
- Be appropriately supported to carry out their role.
- Be treated equally, free from discrimination.
- Be shown recognition and appreciation for tasks undertaken.
- Have safe working conditions.
- Have grievances dealt with promptly and professionally.
- Be insured to carry out their role.

In return, volunteers will agree to:

- Perform their roles to the best of their abilities.
- Remain loyal to the values, goals and procedures of MHY&CG and the service that they volunteer with.
- Be reliable and show commitment.
- Work within agreed guidelines and remits.
- Respect and adhere to MHY&CG policies.
- Respect and adhere to any policies specific to the service that they are working with.
- Attend training and support sessions as agreed relevant to their position as volunteers.
- Give as much notice as possible if intending to withdraw their services.

Recruitment process

MHY&CG promotes and encourages diversity in its recruitment process. Recruitment processes vary between services but will include as standard:

- Volunteers will be required to register with the service they intend to volunteer with. This information will be kept in accordance with the General Data Protection Regulation and the Data Protection Act 2018.
- Volunteers may need to undergo a criminal records Disclosure and Barring Service (DBS) check, where appropriate, prior to volunteering. Where children or vulnerable adults are involved, volunteers may need to undergo an enhanced DBS check.
- Volunteers will be placed in activities which match their skills, knowledge and interests.

In addition to these standard processes, some services may also include the following:

- Volunteers may be interviewed and references sought before volunteering is confirmed.
- Volunteers will complete a probationary period as agreed at interview.

Performance Issues and Grievances

If a volunteer is unhappy with MHY&CG or the service they volunteer with, or if a volunteer is deemed to have acted outside of agreed procedures, either party may make a complaint.

Review

- MHY&CG will monitor and review this policy.
- The Trustees are ultimately responsible for MHY&CG and this Policy document. The responsibility for day-to-day implementation lies with the relevant service managers.

This Volunteer Policy reflects the hopes and intentions of MHY&CG and volunteers, and is not contractually binding on either party in any way.

Approved May 2022