



KINGSBURY CHARITY

Managing Volunteers Policy

Statement of General Policy

1. The trustees of the Kingsbury Charity (the **Charity**) are committed to ensuring a safe living and working environments for all those who have lawful access to the charity's buildings and land.
2. The trustees will ensure that all volunteers are:
 - Treated equally and fairly.
 - Know how they can expect to be treated.
 - Know who to contact if an issue arises.

1 Recruitment and Selection

- 1.1 The Kingsbury Charity will adhere to its Equality and Diversity Policy when recruiting and selecting volunteers.
- 1.2 All potential volunteers will be asked to complete a volunteer's application/registration form. Applicants will be selected based upon the skills they are able to bring to the charity.
- 1.3 A description of the tasks involved, time commitment required, necessary skills and actual duties will be provided.
- 1.4 Volunteers will be asked to produce two references and will be invited to attend an informal interview.

2 Induction and Training

- 2.1 All volunteers will have an induction to the charity which will include an overview of the relevant policies and procedures. They will receive a Health and Safety briefing and will visit the two sites, and, if appropriate, meet the residents.
- 2.2 All volunteers are covered under the Kingsbury Charity's Public Liability Insurance.
- 2.3 Where there is specific training required this will be highlighted as part of the recruitment process and if necessary, provided at the expense of the charity.
- 2.4 Records relating to training delivered as part of the volunteering process will be stored in compliance with the Charity's data protection policy.



3 Expenses

- 3.1 Volunteers will be able to claim reasonable expenses for their volunteering which should be discussed and approved prior to incurring any costs to ensure that it will be reimbursed by Kingsbury Charity.
- 3.2 Further information on expenses that are claimable, please reference the Charity's Expenses Policy.

4 Supervision and Support

- 4.1 Volunteers will have access to regular support and supervision from the caretakers, Clerk to the trustees and/or the trustees. This will enable the charity to identify any training needs and support the volunteer as necessary.

5 Health and Safety

- 5.1 All volunteers will receive a copy of the charity's Health and Safety Policy.

6 Confidentiality and Data Protection

- 6.1 The Kingsbury Charity will comply with its data protection policy in the use of data held on all volunteers.
- 6.2 The charity will only collect and use the minimum amount of personal data if relevant for the purpose of the charity and where the charity can rely on a lawful basis (or bases) and where the purposes have been identified in a privacy notice provided to individuals, for example in the charity's application form. When collecting personal data from individuals the charity will ensure that the individuals are aware of the purposes for which the personal data will be used.

In addition, when collecting personal data, the charity will only collect those details which are necessary for the purposes for which that personal data is being obtained. Any use of personal data will be for the identified purposes and any different or new purposes will have a lawful basis. Personal data that is not necessary for any legitimate business purpose will not be collected or accessed.

7 Complaints procedure for volunteers

- 7.1 The Kingsbury Charity will treat all volunteers fairly, objectively and consistently. Where a concern is highlighted the Kingsbury Charity will ensure that volunteers' views are heard, noted and investigated promptly and aim for a positive and amicable solution.



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Resources, further help, and information

<https://www.gov.uk/guidance/how-to-manage-your-charitys-volunteers>