



Hand to Hold

Supporting Russian-Speaking Families with
children with SEND in the UK

Volunteering Policy

Last Reviewed: 13 January 2021

Volunteering Policy

Purpose of our volunteer policy

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at Hand to Hold. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for Hand to Hold you will be making a positive contribution to the Russian speaking community in the UK. Volunteers are vital to our work.

Attracting volunteers and volunteer agreement

We have a range of opportunities for volunteers to get involved. To find out more please see our website for volunteer role profiles, check our Facebook page or contact us via email or telephone. All you need to do then is complete our Volunteer Application Form. Once we receive a copy of your completed application form, we will get in touch with more information on specific opportunities and we can decide together which option best matches your interests and time availability and also our needs. Your help will be greatly appreciated and really will make a difference.

Disclosure and Barring Service Checks

Volunteers may be required to go through a Disclosure and Barring Service (DBS) check to inform Hand to Hold of any criminal convictions that a person wishing to volunteer may have. This is due to some of our volunteer positions involving activity with children.

Induction and training

Volunteers will receive a bespoke induction from one of our staff as relevant to the agreed role. This will include:

- the role of the volunteer;
- introduction to staff, volunteers and partners as appropriate;
- copy of all the relevant policies including this volunteer policy, Data Protection and Privacy policies and other documentation relevant to the agreed role;
- essential procedures such as expenses management procedure.

There may be an agreed trial period if relevant to give Hand to Hold and you time to discover if you are suited to each other. A review will be made midway through the trial period and also at the end. This is not an assessment, it is just so that we can be sure that you benefit the most from the volunteering experience and maximise the time you are giving freely.

Support

Our staff will offer support to you. They will remain your key contact throughout your volunteering with us. This will include regular contact with you to discuss how you are getting on, discuss any needs and deal with issues arising. This will also ensure that Hand to

Hold are doing all we can to make your volunteering experience an enjoyable and meaningful one.

Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this we will always say thank you and show appreciation for a job well done. There will always be a listening ear or shoulder to lean on and we very much hope you will agree to us sharing your story and great work on our website or in our newsletter. All our volunteers can expect to be invited to our celebration and fundraising events and where possible invited to share their experiences with our supporters and donors.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All reasonable out of pocket expenses, agreed upfront, will be reimbursed including expenses for travel and meals. In order to claim expenses, an Expenses Form must be completed, a valid receipt provided and this should be send to info@handtohold.org.uk.

Insurance, health and safety, accidents and risk assessment

Hand to Hold will ensure all necessary risk assessments relevant to volunteer engagements are completed. All staff and volunteers share responsibility for achieving safe working conditions. Volunteers are expected to take care of their own health and safety and that of others, observe applicable safety rules and follow health and safety instructions.

Hand to Hold will ensure all necessary risk assessments are completed in collaboration with the volunteer prior to any volunteer travelling abroad on behalf of Hand to Hold. All volunteers are expected to ensure they have suitable travel insurance when undertaking a trip abroad in association with Hand to Hold. We are happy to provide information regarding possible travel insurance options but the decision lies with the volunteer to ensure the policy is suitable for their individual needs.

Resolving problems

We hope that you will have a very enjoyable experience volunteering with us. However if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. Please talk to the member of Hand to Hold to enable us to sort it out with you before it becomes a problem.

Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes use of social media and contact with any press.

Equality, Diversity and Inclusion

Hand to Hold is committed to embracing diversity and promoting equality and inclusion. When representing Hand to Hold as a volunteer we expect you to support our commitment to promoting equality and ensuring inclusion.

Review history

#	Version	Status	Reviewer	Date
1	0.1	Created	AC, RK	01.11.2020