

Volunteer Policy

Aims

Youth @ Heart is committed to providing a professional service in supporting volunteers, recognize and value the contribution made by volunteers and is committed to involving volunteers in appropriate activities and in ways which are encouraging and supportive. Youth @ Heart will ensure that all volunteers are treated in a fair and consistent way and will help volunteers to understand what support is available to them and what they can expect from Youth@Heart.

Objectives

Youth@ Heart aim to select and engage committed and enthusiastic volunteers who provide beneficial support to the charity. The charity aims to provide you, the volunteer, with the information required to ensure that you are able to maximize your contribution to the charity. This will be done by regular support, supervision and guidance. All queries should be directed to the **volunteer supervisor** this role is currently undertaken by the **Partnership Development Officer**.

Implementation

We ask that as a volunteer you:

- Work with us to achieve our aims and objectives
- Be reliable
- Give commitment
- Air any problems/issues immediately to the appropriate person
- Respect confidentiality, equal opportunities and health and safety policies
- Adhere to our safeguarding policy and procedures in order to ensure that all those who come into contact with the charity and the reputation of the charity are kept safe. If you are unsure what these are please ask the volunteer supervisor
- Uphold the name of Youth@Heart at all times
- Comply with health and safety rules set down by the charity/event organisers
- Adhere to our safeguarding policy and procedures to ensure that all those that come into contact with the charity and its reputation are kept safe. If you are unsure of the procedures please ask the volunteer supervisor.
- Enjoy what you do

Our responsibilities to you as a volunteer:

You can expect:

- A clear volunteer support framework
- To be given tasks that you are capable of and that are of benefit to the charity
- A clearly defined outline of the task we would like you to undertake
- To have a member of staff nominated as a key contact for the task involved
- That we strive to ensure equality of opportunity within the charity.
- Safe working conditions

Designated point of contact for Youth@Heart Volunteer
contactus@youthatheart.co.uk

Our Youth@Heart team will offer support to you and will remain your point of contact throughout your volunteering with us. This will include discussing with you how you are getting on and dealing with any issues. By doing this Youth@Heart can ensure they are doing all they can to make your volunteering experience an enjoyable and meaningful one. Youth@Heart could not continue to raise money without the help of volunteers. You are at the very heart of the charity and to acknowledge this Youth@Heart will always say thank you and show appreciation for your support.

This Volunteer Policy, and the Procedures detailed above were agreed and minuted at a meeting of the Board of Trustees:

Review Date	September 2020
Reviewed By	Trustees

