

Managing Volunteers

The Trustees of Millington's recognise the vital contribution volunteers make to its aims.

Trustees will ensure that all volunteers:

- are treated equally and fairly;
- know how they can expect to be treated;
- know who to contact if issues arise.

1 Recruitment and Selection

1.1 Millington's 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 application/registration form. Applicants will be selected on the skills they can bring to Millington's.

1.3 A description of the tasks involved, the 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 Millington's which will include an overview of the relevant policies and procedures. They will receive a Health and Safety briefing and will visit the almshouses and, if appropriate, meet the residents.

2.2 All volunteers are covered under Millington'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.

3 Expenses

3.1 Volunteers will be able to claim reasonable expenses for their volunteering which should be discussed and approved before incurring any costs to ensure that they will be reimbursed by Millington's.

4 Supervision and Support

4.1 Volunteers will have access to regular support and supervision from the Clerk. This will enable Millington's 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 Millington's will comply with its data protection policy in the use of data held on all volunteers.

7 Complaints procedure for volunteers

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

Resources, further help and information

The links that follow are up to date and functioning at the time of publication.

Charity Commission

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

This policy has been approved for issue by the Board of Trustees of Millington's Hospital

Signature..... *Daphne Capps*

Name..... *DAPHNE CAPPS*

Date..... *24th AUGUST 2023*