



# Volunteers Policy

## 2024-2025



Contents

<b>1. Introduction .....</b>	<b>3</b>
<b>2. Our vision and mission for volunteering.....</b>	<b>3</b>
<b>3. Attracting Volunteers and Volunteer agreement .....</b>	<b>3</b>
<b>4. Enhanced DBS Checks .....</b>	<b>3</b>
<b>5. Induction and Training .....</b>	<b>3</b>
<b>6. Support.....</b>	<b>4</b>
<b>7. Expenses .....</b>	<b>4</b>
<b>8. Insurance, Health and Safety, Accidents and Risk Assessments .....</b>	<b>4</b>
<b>9. Resolving conflicts .....</b>	<b>4</b>
<b>10. Confidentiality .....</b>	<b>5</b>
<b>11. Equality, Diversity and Inclusion .....</b>	<b>5</b>
<b>12. Volunteering while receiving welfare payments .....</b>	<b>5</b>

## **1. Introduction**

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 ASD Helping Hands. 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.

## **2. 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 ASD Helping Hands, you will be making a positive contribution to community development in our area. Volunteers are vital to our work.

## **3. Attracting Volunteers and Volunteer agreement**

We have a range of opportunities for volunteers to get involved in. These are displayed on our websites, and we will often send out email alerts when opportunities come up.

Once we receive a copy of your completed registration form available from the website, a member of our team 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 our needs. Your help will be greatly appreciated and really will make a difference.

## **4. Enhanced DBS Checks**

All volunteer roles will require an enhanced DBS Check to inform ASD Helping Hands of any criminal convictions that a person wishing to volunteer may have. For example, any volunteer position which involves regulated activity with children or vulnerable adults will be subject to an Enhanced DBS Check

## **5. Induction and Training**

It does not matter how much you already know, as there will be opportunities to learn, and we have roles to suit every level of expertise.

There will be an induction prepared and delivered by one of our staff. This will include:

Some information about ASD Helping Hands, our vision, mission and our future plans.

- the role of the volunteer.
- introduction to some volunteers.
- tour around our facilities and see some of our initiatives.
- copy of all the relevant policies
- essential procedures such as timekeeping, rota.
- information about training and ongoing learning opportunities
- Autism Awareness Training

There will be a trial period of four weeks to give ASD Helping Hands and you time to discover if you are suited to each other. A review will be made midway through the trial period and 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 maximize the time you are giving freely.

All staff are asked to sign a volunteer agreement before beginning to volunteer and form part of the contract they hold with ASD Helping Hands, outlining expectations from both parties.

## **6. Support**

The Operations Manager will offer support to you. They will remain your key contact throughout your volunteering with us. This will include regular meetings with you to discuss how you are getting on, discuss any training needs and deal with issues arising. This will also ensure that ASD Helping Hands are doing all we can to make your volunteering experience an enjoyable and meaningful one.

## **7. Expenses**

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All reasonable out of pocket expenses, if required, will be reimbursed including expenses for travel and meals (if working more than 4.5 hours in one session).

To claim expenses, an Expenses Form must be completed, a valid receipt provided, and this should be emailed to the finance Officer before the 27th of each calendar month. ([finance@asdhelphinghands.org.uk](mailto:finance@asdhelphinghands.org.uk)). Expenses cannot be paid without a valid receipt.

## **8. Insurance, Health and Safety, Accidents and Risk Assessments**

ASD Helping Hands has a valid insurance policy so that volunteers are covered by public liability insurance, which you are advised to read. It covers the volunteering activities you will be doing. We will keep reminding you of our Health and Safety Policy and give simple instructions on how to perform each task safely. We have clear procedures for accidents and emergencies and will always have a first aider on field sites.

## **9. Resolving conflicts**

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. First, talk to the Operations Manager who leads the team where you volunteer and endeavour to solve the issues before they become a problem. If you do not feel this will resolve things you can speak to the Chief Executive or the panel of trustees.

## **10. 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.

## **11. Equality, Diversity and Inclusion**

ASD Helping Hands is committed to embracing diversity and promoting equality and inclusion. When representing ASD Helping Hands as a volunteer, we expect you to support our commitment to promoting equality.

## **12. Volunteering while receiving welfare payments**

You can still volunteer with us if you are receiving benefits if you follow the legal guidelines. We have information from the Jobs and Benefits Department which we can talk through with you regarding the hours you can do and what you can claim for expenses incurred through volunteering.