

VOLUNTEER PROCEDURE

The Volunteer procedure gives guidance to staff and volunteers relating to the recruitment, training, and mentoring of volunteers. All FFL staff will be responsible for carrying out this procedure.

- All volunteers must be interviewed, provide two professional references who have known them for at least 12 months and have a DBS disclosure (if relevant to the role).
- Within three working days of receipt of the application, volunteers will normally be contacted to proceed with the next steps of the application process.
- Volunteers under 18 must have the consent of their parents/guardians to volunteer. Parents/guardians should sign the consent form.
- Volunteers will be required to attend an induction and complete an online safeguarding training module before they can start volunteering.
- All volunteers will be invited and encouraged to attend training, and training records for volunteers will be kept on the database and in individual contact logs.
- Volunteer files will be kept up to date and all contact written up. Volunteers will be informed of their right to access their files.
- Volunteers will be provided with a handbook that they can use for reference. Volunteers will be made aware of the policies and procedures, and where to find them on the website.
- Volunteers will be given instructions for claiming expenses and providing feedback. It is vital that volunteers understand that Friends for Leisure requires feedback of all contact with young people.

- When volunteers leave Friends for Leisure, they will be given a formal thank you and a certificate will be issued to the volunteer. An exit questionnaire will also be sent.
- To support the volunteer, they will have regular reviews to assess whether the volunteer is happy in their role, identify any training needs and address any queries that they have.
- Volunteers are asked to give reasonable notice of their intention to cease volunteering. Volunteers are asked to volunteer for a minimum of 6 months where possible.
- Young people who have previously been registered with Friends for Leisure must be independent from the service for five years before applying to become a Friends for Leisure volunteer.

The manager and volunteer co-ordinator have responsibility for reviewing and updating the procedure.

