



Volunteers Policy

September 2026

The objective of this policy is to create a framework that enables volunteers to become a central part of The Hub@Henley Community Centre CIO, hereinafter called 'The Hub'.

1. The role of the volunteer

The general purpose, objectives and tasks involved in each role should be produced in a written format. More specific duties will be negotiated between the volunteer and line manager and reviewed regularly.

2. Interviewing

All prospective volunteers should be invited for an informal initial discussion to determine the skills they have to offer. Volunteers will be informed of the types and nature of jobs on offer.

All prospective volunteers must provide reference details as part of the recruitment process. Any volunteer role that meets the legal definition of *regulated activity* and involves regular contact with children, young people, or vulnerable adults will require appropriate Disclosure and Barring Service (DBS) clearance before duties commence.

3. Induction

All new volunteers will receive an induction.

4. Supervision

Every volunteer will be subject to regular supervision with a named supervisor.

5. Training

The Hub is committed to providing appropriate on-going training to help develop individual's skills relevant to the role that they undertake.

6. Volunteer Expenses

Volunteers shall be refunded for all authorised out of pocket expenses. Refer to the Hub's *Office Procedures Policy & Procedures for Managing Money*

7. Confidentiality

Volunteer's personal information will remain confidential to the interviewer prior to appointment. All staff, Trustees, committee members and volunteers are expected to maintain the confidence of users of the centre.

8. Insurance

Volunteers have the same insurance cover as paid staff i.e. accident and public and employees liability. If volunteers use their own vehicles for group activities they must have comprehensive insurance cover and inform their insurers of their activities.

9. Health and Safety

Under the Health and Safety at Work Act, volunteers will have the same information as all paid staff, which will be given during the induction period. All committee members, volunteers or staff will be expected to behave in a manner that does not contravene the act. Refer to the Hub's *Health and Safety Policy*

10. Grievance

If there is a dispute between the supervisor and the volunteer, this will initially be directed through the Chair (providing they are not the supervisor), for a three-way discussion to resolve the issue.

11. Volunteers' conduct when on duty

11.1 Do not swear at young people or use derogatory terms to or about them for any reason, or under any circumstances.

11.2 Do not practice negative or positive discrimination

11.3 Volunteers must inform their line manager if they witness actions or behaviour by colleagues that is inappropriate.

11.4 Dress code: Others will judge the Hub by your appearance.

- While there is no dress code for volunteers you must always dress appropriately for the meeting, event or activity you are attending;
- Casual and comfortable for youth work settings
- Volunteers must maintain a high standard of hygiene, and clothing should be
- Clean and tidy
- Young people give a high degree of importance to personal appearance.
- Therefore it is necessary to consider what your clothes are saying about you. For example, tight or revealing clothes or up-to-the-minute fashions may make you feel good about yourself, but they could give young people, colleagues and the wider community the wrong messages.

11.5 Alcohol and Substance Misuse: Young people often emulate the behaviour and actions of adults in the youth work setting. Therefore volunteers will not consume alcohol in the presence of young people, or where they might:

- Meet young people that they usually work with.
- Will not consume alcohol before going to work with young people.
- Will not give the impression that excessive alcohol consumption is acceptable
- Will not condone the purchase of alcohol by or for people under the age of 18

11.6 Personal opinion regarding the use of illegal substances is irrelevant when working with young people. The law must be upheld. The law does not require youth workers (volunteers) to report incidents or alleged incidents of use or possession of illegal substances but, volunteers:

- Will not take illegal substances in the presence of young people, or where they might come into contact with young people that they usually work with.
- Will not take illegal substances before going to work with young people.
- Will not give the impression that any involvement with illegal substances is acceptable.

11.7 Smoking & Vaping: The points listed below are not intended to restrict smokers' freedom but to promote a healthy lifestyle to young people. Volunteers:

- will not smoke or vape in the presence of young people while working with them at the centre on trips and visits or on residential activities.
- will not imply that smoking or vaping is not harmful to their health or implies maturity

11.8 Sex and Sexuality: While youth workers and volunteers are encouraged, after suitable training, to engage in conversations and workshops about sexual health, sex education and sexual relationships, volunteers

- will not actively promote sexual activity
- will not engage in sexually provocative behaviour and/or discussions
- will actively discourage sexually provocative behaviour and/or discussions
- will not engage in intimate relationships with young people
- will take action if they believe that a young person is being forced or cajoled into a sexual relationship with anyone

12. Inviting Guests to Youth Club Sessions.

Volunteers should not invite guests to the centre when they are on duty unless the consent of the Activity Leader has been obtained. When at the centre the guest should be escorted by their host or hostess at all times.

13. Contact with the media and/or the general public

If a volunteer is approached by the press or a member of the public regarding an incident, procedures or security they should not comment but refer them to their line manager.

14. Termination

Both volunteers and the Hub have the right to end the relationship at any stage.

15. Policy review: Feb 2027

Extract from Health and Safety Policy for volunteers

RESPONSIBILITIES OF ALL EMPLOYEES AND VOLUNTEERS

The Health and Safety at Work Act 1974 states:

‘It shall be the duty of every employee (volunteer) while at work:

- To take reasonable care for the health and safety of herself/himself and of any other persons who may be affected by her/his acts or omissions at work, and
- As regards any duty or requirement imposed on her/his employer or any other person by or under any of the relevant statutory provisions, to co-operate with her/him so far as it is necessary to enable that duty or requirement to be performed or complied with.’

The Act also states:

‘No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions.’

To observe the laws and carry out the responsibilities to members and other visitors to the centre, all employees (volunteers) are expected to:

- (a) Know the special safety measures and arrangements to be adopted in their own working areas and to ensure they are applied
- (b) Observe standards of dress consistent with safety and/or hygiene.
- (c) Keep good standards of hygiene and cleanliness
- (d) Know and apply the emergency procedures in respect of fire, bomb scare and first aid.
- (e) Not wilfully misuse, neglect or interfere with things provided for his/her own safety and/or the safety of others.
- (f) Co-operate with other employees and volunteers in promoting improved health and safety measures.
- (g) Co-operate with the appointed safety representative, the Health and Safety Executive or the Public Health Authority.
- (h) Report any hazard or malfunction in accordance with centre procedure.
- (i) Follow all instructions, written or verbal, designed to ensure personal safety and the safety of others.
- (j) Conduct themselves in an orderly manner and refrain from any form of inappropriate behaviour.
- (k) Use any provided safety equipment and/or protective clothing.
- (l) Avoid improvisation in any form which could create unnecessary risks to health and safety.
- (m) Maintain, or ensure safe maintenance, of tools and equipment, reporting any defect in accordance with Centre procedure.
- (n) Attend training courses to further the needs of health and safety as required.
- (o) Report all accidents, assaults and “near misses” in accordance with Centre procedures whether injury is sustained or not.