



HEART OF YEW

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## The Heart of Yew CIC Volunteer Policy

**Introduction:** Volunteers are a vital part of The Heart of Yew CIC, contributing to the success of our events and the well-being of our community. This policy outlines the expectations, rights, and responsibilities of volunteers, as well as The Heart of Yew's commitment to ensuring that their experience is rewarding, safe, and in line with current UK legislation.

**1. Purpose of the Policy:** This policy provides a framework for managing and supporting volunteers. It is intended to create a mutually beneficial relationship, where volunteers are respected, valued, and supported, while ensuring the smooth running of The Heart of Yew's activities and events.

**2. Recruitment and Equal Opportunities:** We are committed to diversity and inclusion. Volunteering opportunities at The Heart of Yew are open to all, regardless of age, gender, race, disability, religion, sexual orientation, or any other protected characteristic under the **Equality Act 2010**. Volunteers will not be discriminated against in any way, and we will make reasonable adjustments to accommodate those with disabilities or specific needs.

**3. Volunteer Roles:** Volunteers may be involved in various roles, including assisting with event setup, supporting community members, maintaining communal spaces, or offering specific skills such as first aid or media. Each volunteer will receive a role description outlining their duties, responsibilities, and the expected time commitment.

**4. Induction and Training:** All volunteers will receive an induction to The Heart of Yew CIC, including information on our mission, values, and events. Volunteers will be briefed on their specific role, and appropriate training will be provided where necessary. For certain roles (e.g., First Aiders, Guardians), relevant qualifications or training may be required, and The Heart of Yew will ensure volunteers have access to these.

**5. Support and Supervision:** Each volunteer will have a designated point of contact, typically a team leader or event coordinator, who will provide support, supervision, and guidance. Volunteers will have regular opportunities to give and receive feedback, ensuring their needs and concerns are addressed.

**6. Health, Safety, and Well-being:** The health and safety of our volunteers is of utmost importance. Volunteers will be briefed on health and safety protocols and provided with any necessary personal protective equipment (PPE). The Heart of Yew is committed to complying with the **Health and Safety at Work Act 1974**, ensuring that our volunteers work in a safe environment.

If a volunteer feels unwell or unable to continue their duties, they should inform their supervisor immediately. Volunteers are also encouraged to look after their mental health and well-being, and the Head Guardian will provide support if needed.

**7. Insurance:** All volunteers are covered by The Heart of Yew CIC's public liability insurance while engaged in activities approved by the organization. Volunteers must ensure that their activities are in line with their role description and the guidance provided to remain covered under this insurance.

**8. Expenses:** The Heart of Yew CIC operates on a non-profit basis, and while we cannot offer payment for volunteer work, we are committed to reimbursing volunteers for reasonable out-of-pocket expenses, such as travel or meal costs. Volunteers should seek approval for any expenses in advance and submit receipts for reimbursement.

**9. Confidentiality and Data Protection:** Volunteers may come into contact with personal or sensitive information during their activities. It is essential that all volunteers respect the confidentiality of community members and adhere to the principles of the **Data Protection Act 2018** and **UK General Data Protection Regulation (UK GDPR)**. Any breach of confidentiality may result in the termination of the volunteer's role.

**10. Safeguarding:** The Heart of Yew CIC is committed to safeguarding the welfare of vulnerable adults and children. Volunteers working with these groups will be required to undergo a **Disclosure and Barring Service (DBS)** check in accordance with the **Safeguarding Vulnerable Groups Act 2006**. Volunteers will also receive safeguarding training as part of their induction, where relevant.

**11. Problem Resolution:** We strive to create a positive and supportive environment for all volunteers. However, if a volunteer has any concerns or issues, they should raise them with their supervisor. Any problems will be addressed in a fair, confidential, and timely manner, in line with our conflict resolution strategies.

**12. Ending the Volunteer Relationship:** Volunteers are free to stop volunteering at any time, but we request that they provide reasonable notice if possible. Similarly, The Heart of Yew reserves the right to end a volunteer's role if it is no longer required or if their conduct does not align with the organisation's values or policies.

**13. Legal Status of Volunteers:** Volunteers are not employees and are therefore not entitled to the same rights as paid staff, such as the national minimum wage, holiday pay, or sick pay. However, volunteers will be treated fairly and with respect, and they are covered under the **Employment Rights Act 1996** for health and safety protections. The Heart of Yew is committed to ensuring volunteers feel valued and appreciated for their contributions.

**14. Compliance with UK Legislation:** This policy has been developed in line with relevant UK legislation, including:

- **Equality Act 2010**
- **Health and Safety at Work Act 1974**
- **Data Protection Act 2018** and **UK GDPR**
- **Safeguarding Vulnerable Groups Act 2006**
- **Employment Rights Act 1996** (for volunteer protections)

**Conclusion:** The Heart of Yew CIC is grateful for the invaluable contributions of our volunteers. We are committed to supporting, respecting, and developing all volunteers, ensuring that they feel fulfilled in their roles and are able to contribute meaningfully to our community. This policy will be reviewed regularly to ensure it remains up-to-date and in line with any changes in legislation or organizational needs.