## Volunteering Policy

### 1. Commitment to Volunteering

Volunteers are vital to the work of the Cleft lip and Palate Association (CLAPA), they are integral to the structure and operational role of the charity, linking the community throughout the UK and contributing towards our aims and objectives.

### 2. Who is this Policy for?

CLAPA Volunteers give their time to undertake roles introduced and agreed by the charity. The volunteer relationship is based on trust and does not involve the obligations associated with employment. No payment given by CLAPA to volunteers, other than the reimbursement of reasonable expenses.

This policy is for CLAPA volunteers who have been successfully recruited into a volunteer role with CLAPA. It provides the principles on which the relationship between the volunteer and the charity is based and provides basic information about volunteering alongside the Volunteer Guide.

### 3. Recruitment

CLAPA is committed to safer recruitment processes and equal opportunities. We believe that volunteering should be open to all regardless of race, gender, religion, sexual orientation, political beliefs or offending background that does not create a risk to vulnerable groups including children, young people or vulnerable adults. Informal interviews take place to ensure the applicant is suitable and has the ability to carry out the role whilst maintaining safety and reputation.

**4. Age**

Volunteers will need to be over 16 years of age to volunteer independently, with the exception of the Children and Young People’s Council members who are aged between 8 and 18 and are classed as young volunteers. All volunteers under 18 will be asked for parental consent.

### 5. Induction and Training

All volunteers will be inducted into CLAPA by a named member of staff, giving access to relevant materials and the online Volunteer Resource Centre.

When working with young people volunteers may be asked to complete a relevant disclose check relevant Safeguarding training. Other roles may require attendance at annual training. All roles will have a clear role description.

### 7. Support and Supervision of volunteers

All volunteers will have a nominated member of staff, who will offer regular communication, guidance and support to help you carry out tasks effectively.

### 8. Expenses

CLAPA’s volunteers can claim reasonable out of pocket expenses, subject to the production of receipts for travel by public transport and proof of mileage if using a car.

Expenses will need to be authorised by your CLAPA staff contact, and submitted in line with CLAPA’s expenses policy.

**9. Responsibilities and Expectations**

All CLAPA volunteers are asked to sign a volunteer agreement, which acknowledges that they have read and agree to abide by our policies. We also require our volunteers to sign a safeguarding code of conduct.

CLAPA recognises the rights of volunteers to:

* know what is (and what is not) expected of them
* have adequate support in their volunteering
* receive appreciation
* volunteer in a safe environment
* be insured
* know their rights and responsibilities if something goes wrong
* receive relevant out-of-pocket expenses
* receive appropriate training
* be free from discrimination
* be offered the opportunity for personal development

CLAPA expects volunteers to:

* be reliable
* be honest
* be committed for a reasonable amount of time
* respect confidentiality
* make the most of training and support opportunities
* carry out tasks in a way that reflects the aims and values of the organisation
* carry out tasks within agreed guidelines
* respect the work of CLAPA and not bring it into disrepute
* comply with CLAPA’s policies

### 10. Health & Safety

CLAPA’s liability insurance policies include the activities of volunteers and liability towards them. If you are using your car for volunteering (travelling to and from an event), you will need to check your insurance policy to ensure you are covered for volunteering.

The organisation does not insure the volunteer's personal possessions against loss or damage.

### 11. Confidentiality and data protection

We take great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

### 12. Problem Solving and Complaints

Whilst CLAPA hopes that volunteering will be a positive experience for all our volunteers, we realise that sometimes things can go wrong. As an organisation, CLAPA is committed to ensuring that staff, volunteers and beneficiaries alike are treated fairly and are not discriminated against.

For more information, please refer to CLAPA’s Volunteer Problem Solving Procedure.

**13. Working for CLAPA**

If a volunteer is successful in applying for a paid position with CLAPA, their volunteer role will come to an end to avoid any potential conflict of interest.