

# Volunteer Policy & Handbook



## At a glance

This policy sets a framework for Volunteers when acting on behalf of Harry's Rainbow as a volunteer, trustee, or ambassador. Harry's Rainbow values all volunteers and their contributions to the charity, matching skills appropriate to the various roles we have.

## Who this policy applies to

This policy applies to all volunteers, ambassadors, and members of the trustee board.

## Policy status

This policy is owned by the Board of Trustees. It may be updated or changed by the Board at any time. The Board will take steps to ensure staff, volunteers and board members are provided with an updated version of this policy at any point it is amended.

Staff, volunteers and board members are required to provide a signed copy to their manager/supervisor or CEO as appropriate at any amendment point to evidence they understand the document and any changes made.

## Statement

Harry's Rainbow is committed to maximising resources and involving members of the local community and therefore recognises that volunteer support is vital to the success of the charity. Harry's Rainbow is committed to ensuring that the experience of volunteering is positive and rewarding and that training, and support is provided to ensure that volunteers can carry out their roles to the highest standard. Harry's Rainbow is committed to safeguarding children and young adults and to safer recruitment.

There are many volunteering roles associated with the running of Harry's Rainbow. Some roles involve supporting our beneficiaries and some support our fundraising activities. As part of our safer recruitment policy, two satisfactory references, a DBS check, an induction, safeguarding training and the completion of other training (depending on your role) is mandatory. Some roles have their own specifications separate to this policy but where there is not a specific role description, an agreement can be made in person and if required, written up for clarity. This is a requirement of volunteers who have access to personal data of beneficiaries. Volunteers are a huge asset to us, without which, we could not operate effectively. We invest a minimum of £200 per volunteer enrolment, which enables us to recruit, train and support each individual. We have a dedicated Volunteer Coordinator who supports and manages our volunteers.

## Related Policies

This policy incorporates a range of guiding principles that we ask our volunteers to abide by. There are some related policies, some of which are mentioned throughout this policy and are listed below as well as on our website [www.harrysrainbow.co.uk](http://www.harrysrainbow.co.uk).

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Those in **BOLD** must be read by all volunteers and signed off at the end of this policy. Your Line Manager will provide you with a list of additional ones that may be required, depending upon your role.

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<b>Safeguarding statement</b>	<b>IT Security Policy</b>
<b>Safeguarding and Child Protection Policy</b>	<b>Data Protection Policy</b>
<b>Anti bullying policy</b>	<b>Confidentiality Policy</b>
<b>Safer Recruitment Policy</b>	<b>Whistleblowing</b>
<b>Business Expenses</b>	<b>Equality, Inclusion &amp; Diversity</b>
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## Guidelines

### **Volunteers with Harry's Rainbow can expect: -**

- Comprehensive training for the role
- To be involved with an organisation that is dedicated to supporting bereaved children and their families
- A supportive and positive environment that ensures enjoyment in the voluntary role
- To be treated with respect and courtesy
- To be treated fairly, regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background
- A named contact or Line Manager
- Relevant up to date information and advice
- Uniform and ID where appropriate
- Recognition and thanks
- Reimbursement of any reasonable out of pocket expenses incurred whilst carrying out the voluntary role
- Off-peak and discounted rates to stay at our Rainbow Home (T&Cs apply)
- Adequate Public Liability Insurance
- Adequate Health & Safety and risk assessments
- Access to various mental health support mechanisms, such as supervision (dependent upon role)
- To be a part of a charity making a difference to the lives of bereaved children and young people

### **In return, we ask that volunteers: -**

- Support our aims and objectives, vision, mission & values
- Protect the charity's reputation
- Respect the Harry's Rainbow Trustee Board and individual confidentiality
- Represent Harry's Rainbow in a professional manner and ensure any comments made reflect our policies even when these do not agree with your personal views
- Treat fellow volunteers and staff with courtesy and respect
- Are open and honest with us
- Reach a shared understanding of the role and commitment
- Inform us when unable to attend an agreed session or fulfil an agreement to help
- Inform us of any changes needed to the agreed contribution
- Let us know if we can improve the service and support received
- Wear provided ID and appropriate uniform when representing Harry's Rainbow
- Complete mandatory training and refresher training
- Attend supervision sessions
- Comply with all safeguarding policies and procedures
- Do not wear headphones or any other device that may prevent the agreed role being carried out
- Ensure mobile phones are switch off or on silent whilst on Harry's Rainbow business

- Read and comply with all required policies and procedures
- Undertake any relevant training that is required for the agreed role
- Declare any conflict of interest or any circumstances that might be viewed by others as a conflict of interest, as soon as it arises
- Accept the judgement of the Trustee Board regarding potential conflicts of interest

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## Recruitment

Harrys Rainbow is committed to inclusive safer recruitment policy and practices to ensure the safeguarding of the children and young people we work with. We will endeavour to recruit volunteers who have the necessary skills, expertise and qualifications that will contribute to driving the organisation's vision, values and mission and welcomes applications from all areas of the community. Refer to our *Safer Recruitment Policy* for further information.

## Induction

All volunteers are required to complete appropriate induction training, including mandatory training, in the area or role in which they volunteer. This will be carried out by the Line Manager and it is their responsibility to ensure this is delivered and completed and appropriate records are kept.

## Management of volunteers

Volunteers will be given the contact details of the Volunteer Coordinator. This person will be the main point of contact for the volunteers regarding all aspects of the volunteering role, including emergencies.

The Volunteer Coordinator will ensure that appropriate training and support are provided. In addition, Supervision may be arranged, this is a mandatory requirement for some roles.

## Training

Volunteers will be encouraged to develop their skills whilst serving as a volunteer for the charity. All volunteers must complete mandatory training as required by their role. It is the Volunteer Coordinator's responsibility to ensure training is up to date. The charity reserves the right to end a volunteer's involvement in the charity if the volunteer does not attend mandatory training.

## Resignation and retirement from volunteering

Volunteers may resign or retire from volunteering for the charity at any time by advising their Volunteer Coordinator. Wherever possible the Volunteer Coordinator or other members of staff, such as the CEO or a Trustee will ask for feedback to ensure we can maintain or improve the quality of volunteering.

## Communication

The charity endeavours to make every effort to keep volunteers informed of developments within the charity. The channels of communication may include but are not limited to:

Email newsletters and communication, social media updates, WhatsApp, volunteer meetings.

## Supporting Positive Mental Health

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Harry's Rainbow understands the positive impact that healthy and engaged volunteers make to the success of the charity. As such, Harry's Rainbow pledges to provide support for volunteers and all volunteers are expected to attend monthly supervision sessions provided by 'Arthur Ellis'. We wish to create an open and honest environment and to ensure that necessary support is known and offered to volunteers when needed

Harry's Rainbow understands the role it has in ensuring that health and safety legislation is adhered to. Harry's Rainbow undertakes to create a safe workplace where risks to mental health and wellbeing are limited as much as possible. Additionally, Harry's Rainbow will aim to discuss and make reasonable adjustments for disabled volunteers.

## Health Safety & Hygiene

Harry's Rainbow is committed to ensuring the health, safety and welfare of all volunteers whilst volunteering for us and will be expected to read and comply with the *'Health and Safety' policy*. If volunteers become aware of any potential hazard or unsafe working conditions, they must report them to their Line Manager immediately.

Volunteers are required to take all reasonable steps to safeguard their health and safety, and that of any other person who may be affected by their actions. All accidents must be reported to their Line Manager and ensure it is entered into the Accident Book. Some volunteers may be asked to undertake training in Health & Hygiene.

## Smoking

There is a NO SMOKING policy at Harry's Rainbow therefore:

cigarettes or electronic nicotine delivery systems (ENDS), is prohibited at any Harry's Rainbow event whilst undertaking a voluntary role.

## Hygiene

Any exposed cut or burn must be covered with a first-aid dressing. If volunteers are suffering from an infectious or contagious disease or illness such as rubella, hepatitis, or Covid-19 they must not attend any event without clearance from their own G.P and in the case of pandemics always follow the current government / health organisation guidelines in place at the time of infection. Contact with any person suffering from an infectious or contagious disease must be reported before commencing the volunteering role. The examples given are not exhaustive.

## Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All expenses must be approved by the appropriate Line Manager. Expenses will only be reimbursed with receipts. We do not reimburse taxi costs. This is because we have a taxi account. If your only means of transport to support your role is by taxi, please contact your Line Manager to seek approval.

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Please refer to the *Business Expense Policy* for all requirements, further information, and the expense claim form.

## Cash Handling

In some cases, volunteers may be asked to assist a member of staff in aspects of processing cheques and cash. In this instance the Line Manager will provide a copy of our internal Financial Controls procedure for the volunteer to read and follow.

## Insurance

Harry's Rainbow has valid Public Liability Insurance.

## Children

It is Harry's Rainbow policy to only allow children and young people to attend fundraising events (which are organised by Harry's Rainbow) with their volunteer parent/guardian if they are aged 8 years or over and understand the role requirement. There are certain roles where we do not allow children or young people to help, these can include food preparation, cooking, meetings, and various other roles, so volunteers are asked to seek approval first before bringing their children along. Risk assessments will be carried out on all events before we will allow children to take part – copies will be available on request. Where children and young people can attend and help at events, we ask that they follow the guidelines above and that questions are raised with the Line Manager.

## Social Media

Harry's Rainbow accepts that many volunteers use social networks, and that our beneficiaries are also using social media. Volunteers are encouraged to share ideas and engage in discussions on our internal social networks. It is useful to share information with fellow volunteers and members of staff on our social network as this makes content available to the entire charity, or individual groups where these have been set up, and encourages collaboration and discussion. Volunteers are reminded it is not permitted to use internal (or external) social media to discuss individuals associated with the charity (other volunteers, staff, board members, supporters etc) or the specifics of beneficiaries/service users cases.

Where volunteers have shared Harry's Rainbow content and receive positive comments, please thank them on behalf of Harry's Rainbow.

Please refrain from making any comment or engaging in discussions which would adversely affect Harry's Rainbow or our reputation, or that of our beneficiaries and suppliers.

Volunteers must not breach discrimination legislation, or harass or bully an employee, volunteer, trustee, ambassador, supporter or beneficiary/service user, or damage working relationships between fellow employees, volunteers, trustees, ambassadors, supporters or beneficiaries/service users.

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Volunteers must not share any confidential or sensitive information relating to Harry's Rainbow, or any personal data relating to other staff/volunteers/board members/supporters or beneficiaries of the charity on social media.

When acting on Harry's Rainbow business or representing Harry's Rainbow we ask that volunteers always consider communication and response to personal messages from beneficiaries and stakeholders. If uncertain of how to reply, always refer them onto your Line Manager, CEO or a Trustee. Do not respond to complaints but instead refer them to the complaints policy on our website.

If you receive communication from a prospective or current volunteer/beneficiary or other interested party/supporter, through social media, ask them to email the charity/you at your charity address.

Volunteers are personally responsible for all content posted on their personal accounts and are reminded that regardless of the social network used, or privacy settings activated, everything posted onto the internet has the potential to become public and widespread.

Should we have any concern regarding social media connected to a volunteer's account or in reference to Harry's Rainbow, we will discuss this with them in the first instance.

## IT and Communications

Harry's Rainbow reserves the right to access and monitor the use of all our owned digital devices, including monitoring internet, telephone, and email use. We also monitor access to our networks via private devices.

Volunteers must take the appropriate steps to guard against unauthorised access to, alteration, accidental loss, disclosure, or destruction of data.

Under no circumstances should volunteers divulge their password to anyone else nor gain access or attempt to gain access to information stored electronically which is beyond their scope of authorised access level. Volunteers are responsible for any activity which occurs within their accounts.

Storage of personal files, images, software, or Apps should be kept to a minimum and must not impact on the performance of the network or device.

Volunteers must not use the Harry's Rainbow internet connections or devices to access content that is illegal, pornographic, or supports hate and/or discrimination.

## Data Protection

Volunteers who have access to the Harry's Rainbow network and personal data are required to confirm they have reviewed and understand the *Data Protection Policy* and comply with GDPR policy and practices.

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## Confidentiality

Volunteers of Harry's Rainbow have a duty to safeguard confidential information relating to beneficiaries, members of staff, other volunteers, Trustees and ambassadors of the charity. Volunteers may have access to, or be entrusted with, information that the charity has deemed confidential. Volunteers shall not at any time during or after the end of their volunteering disclose to any person or make use of such confidential information as detailed in the charity's *Confidentiality Policy*. Disclosing or using confidential information without the permission of Harry's Rainbow is a legal offence under data protection regulations and could lead to prosecution. Volunteers are required to confirm they have reviewed and understand the *Confidentiality Policy*.

## Whistleblowing

Harry's Rainbow recognises that effective and honest communication is essential if concerns about breaches or failures are to be effectively dealt with and Harry's Rainbow's success ensured. Procedures for reporting concerns are outlined in the *Whistleblowing Policy* and are available on our website.

Any person who in the public interest raises genuine concerns under this policy will not under any circumstances be subjected to any form of detriment or disadvantage as a result of having raised their concerns. The victimisation or harassment of an individual making a protected disclosure is a disciplinary offence.

## Positive Work Environment

Harry's Rainbow is committed to creating a harmonious and safe working environment, which is free from harassment and bullying and in which a volunteer is treated with respect and dignity. Harry's Rainbow strives to ensure that the different experiences, abilities and skills of each individual are valued by others. Inappropriate behaviour should be challenged. It is our intention to encourage everyone to always behave in a proper manner.

Harassment or bullying causes stress, anxiety, and unhappiness to individuals, creates an unpleasant environment in which to work and may be unlawful. This can reduce efficiency and may ultimately have an impact on the way in which services are delivered to our beneficiaries. For these reasons, it is important that as an employer, individual employees, and volunteers we strive to achieve a working environment which is free from this type of behaviour.

Volunteers may be an individual or part of a group that receives unwanted attention. The harassment, bullying or victimisation may be a one-off incident, or it may be a series of incidents. Our volunteer's dignity at work can be affected by inappropriate behaviour, which causes offence, whether it is intentional, or not.

Harry's Rainbow is committed to ensuring that individuals do not feel apprehensive because of their race, religion or belief, disability, sex, sexual orientation, pregnancy or maternity, gender reassignment, marriage or civil partnership, age, or as a result of being subjected to any

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inappropriate behaviour.

All volunteers can expect to:

- be treated with dignity, respect and courtesy.
- be able to work, free from unfair treatment, bullying, harassment or victimisation.
- be valued for their skills, abilities and experiences.

All volunteers are expected to:

- familiarise themselves with the content of the *Equality Inclusion and Diversity Policy*
- treat all employees and volunteers with dignity, respect and courtesy.
- contribute towards a positive working culture.
- challenge or report unacceptable behaviour.
- be mindful of others when expressing views.
- cooperate with investigations into harassment and bullying.

Breaches of this policy will be considered unacceptable behaviour and would result in the Line Manager following the Volunteer Performance and Serious Conduct Procedure held in this policy.

Harry's Rainbow is committed to dealing with any issues quickly, positively and confidentially when and if they occur.

## Definition of Harassment

Harassment is unwanted conduct, related to a relevant characteristic set out in the Equality Act 2010 that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. The protected characteristics are race, religion or belief, disability, sex, sexual orientation, pregnancy or maternity, gender reassignment, marriage or civil partnership, and age.

Harassment may take many forms. It can range from extreme forms such as violence to less obvious actions such as persistently ignoring someone. The following, though not an exhaustive list, may constitute harassment:

- physical contact ranging from touching to serious assault.
- verbal and written harassment, including via email or letters, through jokes, teasing or banter, offensive language, gossip or slander.
- sharing inappropriate images or videos.

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- using racist slang, phrases or nicknames.
- isolation, non-cooperation, or exclusion from social activities.
- intrusion by pestering, spying, or following etc.

Volunteers may also be subject to harassment from third parties such as beneficiaries, suppliers, or the general public etc. where interaction with those third parties is a part of their role.

## Definition of Bullying

Please read the *Anti Bullying Policy* in conjunction with this policy.

Bullying is any deliberate, hurtful, upsetting, frightening or threatening behaviour by an individual or a group (children or adults) towards other people that is repeated over a period of time (remember **STOP** – it happens **Several Times on Purpose**). Bullying is mean and results in worry, fear, pain and distress to the victims.

### **Bullying can be: (NSPCC)**

- Bullying is when individuals or groups seek to harm, intimidate or coerce someone who is perceived to be vulnerable (Oxford English Dictionary, 2021).
- It can involve people of any age, and can happen anywhere – at home, school or using online platforms and technologies (cyberbullying). This means it can happen at any time.
- Bullying encompasses a range of behaviours which may be combined and may include the behaviours and actions we have set out below.

<b>Verbal abuse:</b> name-calling saying nasty things to or about a child or their family.	<b>Physical abuse:</b> hitting a child pushing a child physical assault.	<b>Emotional abuse:</b> making threats undermining a child excluding a child from a friendship group or activities.
<b>Cyberbullying/online bullying:</b> excluding a child from online games, activities or friendship groups sending threatening, upsetting or abusive messages creating and sharing embarrassing or malicious images or videos 'trolling' - sending menacing or upsetting messages on social networks, chat rooms or online games voting for or against someone in an abusive poll setting up hate sites or groups about a particular child creating fake accounts, hijacking or stealing online identities to embarrass a young person or cause trouble using their name.		

It should be noted that it is the impact of the behaviour which is relevant and not the motive or intent behind it.

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Please report any incident of Bullying or Harassment to the FLO at the group who will report to the CEO of Harry's Rainbow immediately.

## Standards of Volunteering Service

The relationship between Harry's Rainbow and its volunteers is entirely voluntary and does not imply any contract. However, it is important that we can maintain our agreed standards of service to the beneficiaries and their families who use it, and it is also important that volunteers should enjoy making their contribution to this service.

- If your role as a volunteer does not meet the organisation's standards, it will be dealt with by: -
  - a) A meeting with the CEO (Chief Executive Officer) who will explain the concerns.
  - b) If this does not resolve the concern, then a meeting with the Chair of Trustees will be arranged.
  - c) If your work does not meet with our standards, or we are not able to reach an agreement you will be asked to cease volunteering with Harry's Rainbow
- At all times you will be able to freely state your case and can ask a friend to accompany you.

If you are dissatisfied with any aspect of your volunteering, you should: -

- a) Request a meeting with the CEO to discuss your concerns.
  - b) If this does not resolve the concern, then a meeting with the Chair of Trustees will be arranged.
  - c) If after this, your dissatisfaction remains unsolved, and we are unable to resolve your concern then it would be inappropriate for you to continue to be a volunteer.
- At all times you will be able to freely state your case and can have a friend accompany you.

## Volunteer Performance and Conduct

If Line Managers have concerns about a volunteer's performance or conduct either as a result of observation or as a result of complaints being received, they will arrange an informal meeting to discuss this with the volunteer at the earliest opportunity.

The purpose of the meeting is to:

- Gain a clear understanding of the situation and ascertain if there are concerns
- Address any concerns and consider any other related factors
- To agree an action plan to resolve the concerns.

Notes of the meeting would be taken and copies sent to the volunteer and held on the volunteer's file.

At this stage the charity reserves the right to release the volunteer from their role or to reassign them to another role, as appropriate.

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## Serious Misconduct

If a volunteer is suspected, alleged or proven to have committed serious misconduct (for example theft, an act of violence, abuse, harassment or bullying, malicious damage, deliberate falsification of documents, attending under the influence of alcohol or drugs, misuse of personal information or breach of confidentiality, Harry's Rainbow reserves the right to move the volunteer to an alternative role or suspend volunteer from their role while the matter is being investigated.

Failure to comply with any aspect of this volunteer policy, guiding principles or related policies may result in following the volunteer performance and conduct process, depending on the circumstances.

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