

Volunteer Policy

1 Introduction

The Diversity Trust CIC is a Community Interest Company, established in 2012, in the UK. Our mission is to 'influence social change to create a fairer and safer society'. The Diversity Trust has undertaken large scale auditing, consultancy projects, research, training and strategic projects across the corporate, public, private, voluntary, community and social enterprise sectors. We have undertaken work in both the UK and internationally. We also work at a local level, with marginalised and minoritised communities. Providing a range of services including youth, adult wellbeing and support for resettling communities including refugees and asylum seekers.

To read more about us and our work please visit our website
<https://www.diversitytrust.org.uk/>

2. Who are the Diversity Trust's Volunteers

Our volunteers are people who contribute their time and skills to The Diversity Trust. We are committed to involving volunteers and recognise and appreciate the contribution that volunteers make to enhancing the services we provide.

Volunteers are not employees and are therefore not paid for carrying out their volunteering roles, however, they may be refunded reasonable out of pocket expenses (volunteer expense claim procedure here
[Vexpensesprocedure300924.pdf](#))

Volunteering with The Diversity Trust could typically include:

- Volunteering at an event, workshop or group session
- Volunteers who support specific projects including research roles
- We recruit professionals who volunteer by offering their skills and expertise on a pro-bono basis and
- Our Board of Non-Executive Directors

We will continue to develop volunteering opportunities in collaboration with individuals interested in volunteering, with the communities that we serve and through collaborations and partnerships with other organisations.

People who are interested in volunteering can contact the Volunteer Coordinator (volunteer@diversitytrust.org.uk) to discuss and explore additional volunteering ideas.

3. **Volunteer Recruitment**

The Diversity Trust's approach to recruitment can vary depending on the specific volunteer role and the context. For example:

- We recruit volunteers through our own networks and / or external advertising, such as volunteers working in adult wellbeing or youth work. Our volunteer roles will be advertised on our website, through regional volunteer centres and promoted on our social media platforms, as well as through partner agencies.
- Individuals approaching The Trust directly offering their time and skills. At this point we will see if there is a role which is a good fit for them (and vice versa); the individual will be invited to apply using our usual volunteer recruitment channels.
- Board members and Non-Executive Directors are recruited on the basis that:
 - they have the required skills / expertise (or potential to learn this through training / mentoring), such as specific governance roles (Chair, Treasurer, Finance, Fundraising, Legal, Secretariat) and,
 - people's professional expertise and / or lived experience. Often these people already have a pre-existing relationship with The Diversity Trust and are committed to our mission and vision.
- We follow fair and safe volunteer recruitment practices.

The Diversity Trust will advertise volunteer opportunities as widely as possible; we aim to encourage volunteer applications from all sections of the community.

Recruitment and selection of volunteers will be in line with The Diversity Trust's Equalities Policy.

Those expressing an interest in volunteering with The Diversity Trust will be offered an informal discussion with the volunteer coordinator prior to deciding whether they wish to apply for a role. They will be sent further information about the volunteer role, a volunteer application form, equal opportunities form and a privacy information leaflet. Our preferred method of communication is email, but we will always consider making any reasonable adjustments, for example sending paper copies by post.

If an applicant is offered a volunteer opportunity, they will have a trial period and will be provided with our Volunteer Agreement, which sets out our expectations. If after a trial period both parties wish to continue the individual will continue with the volunteering role.

4. Volunteer Induction

Volunteers will have a phased induction which incorporates a trial review period. The trial review provides for the volunteer and The Diversity Trust to discuss and decide on whether they wish to proceed.

The initial induction meeting will typically take place soon after being offered a volunteering role with The Trust. At this meeting, the volunteer will be provided with training and information about:

- The Diversity Trust
- The volunteering role
- Relevant policies, procedures and guidelines and
- The volunteering agreement.

We aim to organise for each volunteer to meet with the CEO and / or the Deputy CEO during their induction. They will then be inducted with the specific team that they are joining. A nominated 'named' staff member is allocated, who looks after the volunteer, in terms of both their well-being and being the first point of call for any volunteer role-related or personal issues which arise which may impact on the volunteer's ability to do this role. Any task-related training is provided in-house by the relevant team member(s).

Full details of the volunteer induction procedure will be included in the Volunteer Handbook.

5. Volunteer Support

Volunteers are supported within their role by the nominated 'named' staff member and the team in which they are volunteering. Volunteers will have access to regular 1:1 support with the Volunteer Coordinator.

6. Equality, Diversity, Equity and Inclusion (EDEI)

As an equalities-led organisation we recognise the valuable contribution that diverse groups of volunteers make to The Diversity Trust, and we appreciate their input. Equality, Diversity, Equity and Inclusion is at the heart of everything we do. Our volunteer roles will not replace any paid staff member. Our staff team will work positively and proactively with volunteers and treat them fairly and with respect. We will speak with volunteers throughout their volunteering journey to make sure we are considering any specific adjustments that they may require.

We are continuing to build an inclusive culture in which individual difference and the contributions of our volunteers and staff are recognised and valued. Our team is very open, welcoming and accessible, meaning that there is transparency and support readily available for everyone. The diverse team, and trusting atmosphere also mean that team members are confident in bringing their authentic selves to The Diversity Trust. We take a zero-tolerance approach to discrimination, bullying and harassment, including but not limited to, all the protected characteristics as defined in the Equality Act 2010.

We embed EDEI into all our policies, procedures, and everyday working practices, often informed and / or reviewed by Experts by Experience. We are open to receiving and acting upon challenge and feedback.

We celebrate equalities-related awareness events across the cultural calendar.

- Ensuring that volunteer roles are accessible

We will advertise our volunteer roles on our website, in local voluntary and community sector agencies and through our social media platforms. Volunteers can speak to the Volunteer Coordinator prior to deciding whether to apply for any of our volunteer vacancies. Our current process is to ensure that the volunteer role on offer is a good fit for the individual person (and vice versa). We would have a conversation about any changes that would make it easier for someone to volunteer and, if feasible, we will make necessary adjustments to accommodate these.

There is both formal and informal support on hand from the Volunteer Coordinator and the nominated 'named' staff member.

We have an excellent track-record of attracting volunteers from across the different equalities' strands. However, we acknowledge that there is always more that we can do. We offer opportunities for volunteers to feedback to us on their experiences throughout their volunteer journey through our feedback and support systems.

If we recruit a larger number of volunteers, such as for a specific project, then we will co-design a process that specifically looks at accessibility every step of the way from recruitment to retention, on- and offboarding.

7. Volunteer Expenses

Generally, volunteer expenses are agreed with the volunteer in advance, such as the cost of travel to an in-person meeting or event. These are paid within 30-days on the

presentation of receipts and expenses claim form, such as to cover mileage-related fuel costs. These are sent to the Finance Manager and approved by the CEO – see volunteer expense claim procedure. Volunteers can seek further clarification on this process with the Volunteer Coordinator and / or the lead staff member supporting them on site.

8. Health, Safety and Welfare of Volunteers

All volunteers, employees and contractors have duties under the Health and Safety at Work Act (1974) and are informed of their personal responsibilities to take due care of the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions.

Volunteers are also told they must co-operate with The Trust so that it can comply with the legal requirements placed on it and in the implementation of this policy.

If necessary, we would undertake any risk assessments linked to specific roles that the volunteer(s) were undertaking and then mitigate anything that arose and / or adjust the volunteer role accordingly. We ensure that our volunteers are included in our insurance cover (Employers Liability Insurance, Professional Indemnity Insurance and Public Liability Insurance). As many of our volunteers also have lived experience of different equalities strands which they may or may not be using in their volunteering. If we are aware of triggering situations we will take extra care of our volunteers under these circumstances.

8. Confidentiality and Data Protection

The Diversity Trust will endeavour to protect the volunteer's own data and confidentiality in the same ways as we do for all our staff team. We also request that volunteers review and sign a volunteer agreement which sets out what both the volunteer and what we commit to in terms of our aspirations and responsibilities towards the volunteer and their role. The volunteer agreement states that the volunteer is expected to maintain confidentiality of The Diversity Trust's activity, the people in our care, our team and our procedures.

9. Volunteer Problem Solving Procedure

The Diversity Trust aims to resolve any problems openly, fairly and quickly. The volunteer problem solving procedure ([Vprobsolvproc300924.pdf](#)) sets out a step-by-step approach to resolving any problems that volunteers may be experiencing



informally in the first instance, however, enabling an escalation of decision making if problems are not resolved.

This procedure also provides guidance on how we will work to resolve any problems raised about a volunteer; in a fair, open and speedy manner. The full policy will be available in our Volunteer Handbook.

Approved by - Berkeley Wilde (CEO The Diversity Trust CIC)
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