

The Diversity Trust – Volunteer Strategy

Introduction

The Diversity Trust CIC is a Community Interest Company, established in 2012. 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. In particular we work with and support communities from the global majority; refugee, asylum seekers and resettling communities; LGBTQ+ communities, and marginalised young people.

Our commitment to volunteering

The Diversity Trust recognises and appreciates the positive impact that volunteering has on community building, alongside the many benefits volunteering can have on an individual volunteer.

We, therefore, aim to support marginalised and minoritised communities to volunteer by: -

- Ensuring our volunteer recruitment processes are widely accessible to all people.
- Offering individuals interested in volunteering support to explore and apply for volunteering opportunities both at the Diversity Trust and in other organisations, particularly those that are members of our LGBTQ+ and youth equalities networks.
- Supporting ‘grass roots’ equalities led agencies to recruit and engage volunteers within their own services.
- Seeking feedback from members of the LGBTQ+ community to influence further good practice in volunteering both at the Diversity Trust and within the membership of the LGBTQ+ equalities and youth networks.

The Trust acknowledges and values, commitment, and contribution of all the volunteers who support us. Some of the ways in which volunteers help us to enhance our existing services are listed below: -

- Consultation and engagement with marginalised and minoritised communities

- Supporting on specialist research projects that educate and raise awareness
- Supporting our specialist adult and youth services.
- Providing administrative and communications support to different teams within the organisation.
- Our volunteers offer feedback on policy and procedure development and reviews.
- Development of volunteer roles that are inclusive and flexible.

Our Volunteer Policy [Volunteer-Policy-071024.pdf](#) has information on how we recruit, induct, and support our volunteers. We have a range of volunteer policies, procedures and guidance documents which align with the Trusts equity, diversity, and inclusion social objectives. We also ensure our volunteer policies and procedures reflect legal requirements and good practice guidelines. Our volunteers are provided with a Volunteer Handbook which helps them to understand our approach to volunteering and how they can seek guidance and support during their volunteering with us.

Our volunteer roles set out the main tasks, activities, skills, and experience relevant to that role. Staff, potential volunteers, and the Volunteer Coordinator develop volunteer roles that will enhance the services we provide. We aim to remove barriers that exist to volunteering by exploring a range of ways in which people can volunteer with us.

We will continue to evaluate and review our volunteer program, seeking contributions from our volunteers and that we are supporting with their volunteering plans. We will also take feedback from those using our services, including service users and organisations we work with. We also involved our volunteers in developing and reviewing volunteer policies and procedures. Volunteers will be offered the opportunity to develop and review volunteer policies and procedures.

How we will resource our volunteering program

- Voice and Influence Project (National Lottery Community Fund) funding for a dedicated Volunteer Coordinator.
- Voice and Influence Project (National Lottery Community Fund) funding – volunteer ‘reasonable out of pocket expenses.
- Time provided by Diversity Trust staff to support volunteers in their roles and provide role specific training and guidance as required.

How we will measure impact of our volunteer program

We will prioritise a qualitative approach to our impact measurement. Focusing on the experiences reported by those directly involved in our volunteer program, including volunteers themselves and the communities we serve. We will seek feedback from volunteers and others involved in and impacted by our volunteer program directly and indirectly, measuring the programs contributions towards the Trusts mission of 'creating a fairer and safer society for minoritised and marginalised groups' across our society.'

Throughout the volunteer journey we will seek feedback on how they experience recruitment, induction, and support at the Diversity Trust. Volunteers will be invited to take part in volunteer policy and procedure reviews to ensure we are making sure we are meeting the needs of those we are seeking to engage. Based on volunteer feedback, we will make continuous improvements.

Volunteers will be invited to give feedback on their volunteering experiences regularly through 1:1s with the Volunteer Coordinator. We will also measure impact through an annual volunteer survey that will seek feedback on any benefits that individuals identify that are linked to their volunteering e.g. (improved health and wellbeing, confidence, connections, opportunities, skills, knowledge, others).

We will seek feedback through 'exit' questionnaires when volunteers move on from volunteering with the Diversity Trust as a way of reflecting on volunteer experience towards continuous improvements.

We will also provide quantitative data on the number of 'hours' volunteers have supported and enhanced the work of the Trust.

We will continue to evaluate this Policy document, reviewing as required in response to internal and external factors.

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