

# VOLUNTEER POLICY

<b>Policy Number</b>	010
<b>Last Date of Review</b>	March 2025
<b>Next Review by Date</b>	March 2028
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<b>For publication on website</b>	Yes / <del>No</del>

## Contents

1. Aim of Policy.....	2
2. Definitions .....	2
3. Becoming a Volunteer .....	2
4. Introductory Period.....	3
5. Training.....	3
6. At The Event .....	3
7. Absence .....	4
8. Safeguarding.....	4
9. Confidentiality .....	4
10. Health and Safety .....	5
11. Equal Opportunities .....	5
12. Expectations .....	5
13. Support.....	5
14. If there is a Problem .....	6
15. Ending the Volunteering Relationship .....	6
Appendix - Volunteer Agreement .....	7



## 1. Aim of Policy

At SATRO we know that volunteers make a positive and significant contribution to our impact and help us achieve our purpose. The policy defines the term and sets out the principles, practices and procedures which will be followed in the recruitment, training and management of volunteers. The contribution of volunteers to the work of the SATRO is especially valued and respected.

## 2. Definitions

“Volunteer” - someone who provides their time for free to one of our charitable programmes, such as mentoring or an employability workshop. Volunteers include our Trustees, members of the local community (“Individual Volunteers”) and the employees of our corporate partners (“Industry Volunteers”)

“SATRO Delivery Lead” - the member of SATRO staff, or in some cases a self-employed and vetted SATRO Associate, who is leading the workshop or other activity which the Volunteer is volunteering at.

“Programme Lead” - the member of SATRO staff who has primary responsibility for the programme area in which the Volunteer is participating.

## 3. Becoming a Volunteer

Our volunteering opportunities are advertised on our website and we welcome expressions of interest from anyone who thinks they would like to volunteer with SATRO either on a regular or ad hoc basis.

All potential new Individual Volunteers will be invited to have a discussion with the relevant Programme Lead to help them understand the different volunteering opportunities available and how they would like to be involved, and to assess their suitability to volunteer.

In the case of Industry Volunteers the employer organisation will be responsible for ensuring that staff put forward for the event are suitable, with appropriate advice and support from SATRO.

Any Volunteer who participates in a programme working with students on an ongoing basis, in particular mentoring, will be asked to complete an application for an Enhanced DBS check, and may not work unsupervised until the process has been successfully completed.

Volunteers between the ages of 16 and 18 years will be required to provide a signed parental consent form.



Volunteers will be required to sign the Volunteer Agreement, a copy of which is annexed to this policy.

## 4. Introductory Period

Volunteers may wish or be asked to complete a number of pre-agreed introductory sessions in their chosen area before their voluntary role is confirmed. In the case of Industry Volunteers the selection and preparation of volunteers will be managed in collaboration with the employer organisation and will usually not require trial sessions.

## 5. Training

We aim to give you the tools to perform your volunteering role with confidence and we organise training appropriate to the activities you will participate in.

You may need to complete the training required for your specific role prior to commencing it, e.g. mentoring.

In general, for volunteering activities at school workshops and events, you will be given a briefing and assigned roles for the activity by the SATRO Delivery Lead. Training and guidance required to participate in that activity will also be provided.

Before the day you are volunteering you will be sent joining instructions and be asked to confirm you have read and understood them and that there is nothing that prevents you from working with children, and to give us an emergency contact.

## 6. At The Event

Access to the school site is always subject to the rules put in place at each school. You will need to bring photo ID and your DBS Certificate, if you have one. Unless you have an Enhanced Child Workforce DBS Certificate it is unlikely that the school will allow you to move around the site unaccompanied.

All Volunteers work under the supervision of the SATRO Delivery Lead who retains responsibility for the session at all times.

You should feel confident to carry out the task you have been assigned and you should seek further guidance from the SATRO Delivery Lead or other member of SATRO staff if you have any questions or if there is any problem regarding a student's behaviour or understanding of a task.



Please note that ultimate responsibility for behaviour of students remains with the school at all times. A member of school staff will be present for all activities except one-to-one mentoring.

## 7. Absence

You are expected to telephone and inform the SATRO Delivery Lead (if you have their mobile phone number) or otherwise the SATRO office, prior to your start time, if you are going to be late or absent so that appropriate arrangements can be made. The hours you will be needed as a volunteer will be discussed before the event.

You will be required to follow the school's signing in process and please remember to also sign in with the SATRO Delivery Lead.

## 8. Safeguarding

Safeguarding is a proactive approach to prevent harm and ensure wellbeing.

We take our safeguarding responsibilities very seriously, which is why we ask you to confirm that there is nothing that prevents you from working with children before you volunteer with us.

All Volunteers have a responsibility to report any concern that they may have regarding safeguarding to the SATRO Delivery Lead so that it can be reported directly to the school where an event is taking place.

If the concern relates to a member of SATRO staff, it should be reported to SATRO's CEO, who is our Designated Safeguarding Lead. It is not for you to investigate concerns. SATRO's Safeguarding Policy explains the guidelines and procedures to follow regarding any suspicions. A copy of this policy can be found on our website.

## 9. Confidentiality

You may have access to personal information about some individuals, or other information which may be confidential. We ask that this confidentiality is respected unless there is a safeguarding concern. Any concerns that Volunteers have about the children they work or come into contact with should be shared with the SATRO Delivery Lead in the first instance and not with anyone outside SATRO.

## 10. Health and Safety

SATRO has a health and safety policy which is available on request. The SATRO Delivery Lead will ensure that individuals are clear about emergency procedures (e.g. fire evacuation) and about any safety aspects associated with a particular task. You must exercise due care and attention and report any obvious hazards or concerns to a member of school or SATRO staff as appropriate.

## 11. Equal Opportunities

It is important to SATRO that volunteering opportunities are open to all individuals irrespective of race, sex, gender reassignment, disability, sexuality, age, religion or belief, or marital status.

## 12. Expectations

All SATRO Volunteers are expected to conform to high standards of behaviour and conduct whilst volunteering. SATRO expects that you will:

- Respect students, staff, other Volunteers and make them feel welcomed and valued.
- Be sensitive towards others.
- Be approachable and pleasant and not use inappropriate language or behaviour, such as touching or raising your voice.
- Dress and behave in a manner which promotes healthy and safe working practices.
- Maintain the confidentiality of personal information at all times.
- Not use your mobile phones whilst in the vicinity of children.
- Not under any circumstances take photographs on a personal device.
- Not smoke or vape anywhere during a SATRO event.
- Not share personal or work details directly with students, including on social media.

You should be aware how your behaviour can affect both colleagues and children. Everyone has the responsibility to avoid becoming involved in situations that could bring the charity or themselves into disrepute.

## 13. Support

We value having Volunteers helping in our charity and we want you to feel successful and valued. Please never hesitate to ask if you are not sure about something – or for advice if you feel something you are doing is not working well. We'll do whatever we can to ensure your time with us is rewarding.

## 14. If there is a Problem

Whilst our Volunteers' experience is expected to be a positive one, things can go wrong from time to time.

If a problem arises while you are volunteering with us please let the SATRO Delivery Lead, Programme Lead or CEO (whichever is most appropriate at the time) know as soon as possible and we will aim to resolve any issue.

If a school raises an issue we will contact you to discuss.

Reference will be made to other SATRO policies, for example the Safeguarding Policy, as appropriate.

## 15. Ending the Volunteering Relationship

There can be many reasons why volunteering for SATRO may no longer be the right thing, from changes in personal circumstances to it not being the best way for you to support us.

If you want to bring your volunteering to an end we ask that you give as much notice as possible. In the case of Volunteers who are participating in our mentoring programme we ask that you give at least half a term's notice if possible so that we can try and reduce any disruptive impact for the mentee.

SATRO at all times reserves the right to bring to an end the volunteering relationship, but if we make that decision we will explain to you why we have done so.



# VOLUNTEER AGREEMENT

Volunteers are an important and valued part of SATRO, and key to achieving our purpose and the beneficial outcomes for the young people we work with. We hope that you enjoy volunteering with us and feel a part of our team. This agreement tells you what you can expect from us, and what we hope from you.

We, SATRO, will do our best to support you by:

- introducing SATRO and your role and to provide any training you need.
- communicating with you clearly and in good time.
- providing regular contact with staff to exchange views and listen to your feedback.
- respecting your skills and provide fulfilling opportunities to use them.
- providing a safe volunteering environment (which is almost always third party premises).
- resolving any problems fairly and speedily.

As a Volunteer you:

- will contribute your time and skills reliably and to the best of your ability, and give as much warning as possible if you cannot volunteer when expected.
- will follow SATRO's rules and procedures, including safeguarding, health and safety, equal opportunities and confidentiality.
- agree that SATRO may collect, store and use your personal information in order to enable you to fulfil your role as a Volunteer and to manage its activities and operations.
- agree that the rights of any intellectual property created as a Volunteer, such as copyright of imagery, content or other materials is assigned to SATRO, which will retain ownership. You may use the material yourself, but only if SATRO gives you a licence to do so.

**Ending This Agreement.** This agreement maybe ended by you or SATRO at any time

Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.

I confirm that that I have read and understood this Agreement, the Volunteer Policy and that there is nothing which prevents me from working with children and young people.

Signed ..... Date.....