

# VOLUNTEERING POLICY

## Scope and purpose of this policy

Volunteers play a vital role in helping The Brain Tumour Charity achieve its vision of a world where brain tumours are defeated. This policy sets out our approach to involving and supporting volunteers, ensuring that their contribution is valued and that volunteering with us is a safe, positive and rewarding experience. It provides a framework for how volunteers are recruited, inducted, supported and recognised, and clarifies the respective responsibilities of both volunteers and team members.

This policy applies to all individuals who volunteer with The Brain Tumour Charity, regardless of their role, length of involvement or location. It covers the full volunteering journey, from recruitment and induction through to support, supervision, recognition and ending the volunteer relationship.

Applies to	Volunteers
SLT Director accountable	Director of People and Culture
Approved by	CEO
Effective date	October 2025
Next review date	October 2027

## Our commitments to volunteers

**The Brain Tumour Charity recognises the significant and valuable role that volunteers have in creating, implementing and enhancing our services and believe that volunteering should be a worthwhile and rewarding experience for volunteers. We aim to ensure that volunteering benefits the organisation, the community and the volunteers themselves. Therefore, this Volunteering Policy sets out the principles and practice by which we involve volunteers.**

Volunteers are individuals who undertake voluntary activity on behalf of The Charity, unpaid and of their own free choice. We intend to encourage, develop and support volunteer involvement across all areas of our work. Within The Brain Tumour Charity, some of our volunteers serve on our Trustee Board and help to lead The Charity and decide how we are run. All our Volunteers undertake supplementary and supportive tasks, complementing and not replacing the work of our paid team members.

We expect team members at all levels to be clear about the role of volunteers and to foster good working relationships between themselves and volunteers. Where appropriate, we encourage team members to actively seek to involve volunteers in their work, complying with our volunteering procedures.

We are committed to offering a flexible range of opportunities and to encourage a diversity of people to volunteer with us, including those from under-represented groups such as young people, people with a disability and people from ethnically diverse communities.

## The way we work around here

We put the community at the centre of everything we do at The Charity, and we believe that creating a work environment where people are valued and value each other is part of achieving our vision with and for the community. We work together based on our shared values, which are to be community first, collaborative, bold and innovative and we are committed to creating a culture of inclusion and trust. We want this to be the experience volunteers have of working together here.

Our 'The way we work around here' document or what some organisations may call their 'Code of Conduct', is intended to form the foundation of all our people policies and practices. It outlines the expectations we have of our valued volunteers at The Charity, and the expectations volunteers should

have of those around them in creating a workplace built on trust. We ask that all team members and volunteers read the core policy and apply the policies that are signposted within this.

## Roles and responsibilities

The responsibility for the development, management and co-ordination of voluntary activity within the organisation, including volunteering policies and procedures and the welfare of volunteers, is held by the People and Culture team. The key point of contact for these matters and the role responsible for these activities is the Volunteer Development Manager.

All volunteers will have a designated team member (Volunteer Coordinator) for guidance, support and supervision. Team members responsibilities for volunteers are outlined in their job description, so that all parties understand the importance of actively supporting and managing our volunteers.

The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or undertake tasks for The Charity, nor for The Brain Tumour Charity to provide continuing opportunities for voluntary involvement. However, there is a presumption of mutual support and reliability for both parties in how we work together.

## The Volunteer agreement

Our [Volunteer Agreement](#) represents the agreement between volunteers and The Brain Tumour Charity and we ask volunteers to agree to this informal agreement while volunteering with us. In return, we will do our best to support them in their role and make their volunteering experience with us as rewarding as possible. Volunteers will receive a copy of the volunteer agreement for their review and signing when joining The Charity as a volunteer.

## Recruiting and selecting volunteers

We are committed to ensuring that in all situations people will be judged on their skills, ability, and suitability for the role, and the motivation they bring to The Charity. The [Volunteer Recruitment Policy](#) outlines how we as a charity ensure that all applicants for volunteer roles are treated fairly and without prejudice throughout our recruitment and selection procedures.

## Supporting onboarding and volunteer development

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken in their role. For some roles, additional training such as Safeguarding or Data Security Training must be completed prior to starting in their role. The full onboarding process will be explained to all successful applicants.

## Data protection and confidentiality

For some volunteer roles which involve accessing our databases, website, paper records or any verbal information that contains personal or confidential information, volunteers will be required to sign a [Volunteer Confidentiality Agreement](#) and confirm they have understood and agree to the following policies:

- [Acceptable use policy](#)
- [Access policy](#)
- [Bring your own device, off-site working and password policy](#)

## Support and supervision for volunteers

Volunteers will be connected with a Volunteer Coordinator who will act as their main point of contact at The Charity. The Volunteer Coordinator provides regular support and supervision to the volunteer and will consider their performance, progress and be a point of contact for discussing any concerns. Volunteers and their Volunteer Coordinator are expected and encouraged to discuss day to day

concerns informally together and these arrangements may vary according to the volunteer and the role undertaken but could include telephone calls, video calls, messaging via our Volunteero app, group meetings or face to face meetings.

We want to ensure that our volunteers have a positive experience at The Charity, and that they can make a positive contribution to our work. Where there are concerns regarding the performance or behaviour of a volunteer, it is important that these are addressed consistently and through clear, robust processes. Concerns regarding the performance or conduct of a volunteer should be addressed through our [Volunteer Support and Supervision Process](#).

## **Raising issues: our volunteer problem solving procedure**

It is the policy of The Brain Tumour Charity to provide a good working environment in which volunteers feel they are participating in meeting the objectives of The Brain Tumour Charity and feel valued for their contribution.

We recognise that there may be occasions when volunteers have concerns or complaints which they may wish to discuss or formally address. The [Volunteer Problem Solving Procedure](#) provides a structured way for volunteers to address their concerns with The Charity and enables grievances to be resolved efficiently and sensitively.

## **Recognising the contribution of volunteers**

We hugely value the contribution of the talented volunteers we have recruited and couldn't achieve all we do as a charity without their input. We appreciate and recognise this contribution through informal appreciation and thanks, individually via the Volunteer Coordinator, and in a more structured or formal manner via our communications channels such as volunteer e-newsletters, annual reports, website articles, social media and during specific celebration events such as Volunteers' Week and Trustees' Week.

We also invite feedback from volunteers on what is working well and what we could do differently to make their experience of being a volunteer at The Charity even stronger. Volunteers are invited to share their views with The Charity via annual volunteering surveys.

## **Paying for volunteer expenses**

We recognise the generous contribution that volunteers make to our work through the gift of their time. It is The Brain Tumour Charity's policy that our volunteers should not be out of pocket as a result of their volunteering efforts. The Brain Tumour Charity encourages volunteers to claim for any reasonable expenses that are incurred in the course of their volunteering with The Charity.

Please read our [Volunteer expenses policy](#) for further details about what volunteers can claim and the process to make a claim.

## **Ensuring the health, safety and well-being of volunteers**

### **Insurance whilst a volunteer**

The Brain Tumour Charity has an Employer's Liability, Public Liability and Professional Indemnity insurance policy which covers all our normal day to day activities and insures volunteers against any injury suffered or caused, as well as loss of property whilst undertaking voluntary activities.

### **Health and safety at work**

The Brain Tumour Charity is responsible for the actions of its team members and volunteers in the course of their duties and will take all reasonable precautions to prevent or minimise accident, injury, loss or damage. Please read our [Health and safety policy](#) and [Lone working policy](#) for further information.

## **Bullying and harassment**

The Brain Tumour Charity is committed to providing a work environment and organisational culture where the rights and dignity of every individual are respected and valued. All team members and volunteers are expected to treat each other with respect. Please read our [Bullying and harassment policy](#) for further information about the types of bullying and harassment behaviours that we consider to be unacceptable in our workplace, and a process for volunteers who are the victims of bullying and harassment to address this.

## **Safeguarding**

Safeguarding is of vital importance to The Charity and we ask that you read and familiarise yourself with how to raise any Safeguarding concerns via our [Safeguarding adults policy](#) and [Safeguarding children policy](#).

## **Ending the volunteer relationship**

The Brain Tumour Charity and a volunteer can end their volunteering arrangement at any time and without any formal notice period. We will aim to provide at least 2 weeks' notice for ending a volunteer requirement / position and we do ask that volunteers provide this same two weeks' notice wherever possible.

Volunteer relationships may end due to a project ending or a task/activity being completed, and some volunteer relationships are seasonal or linked to specific event. We always seek to communicate transparently and openly with volunteers, and the Volunteer Coordinator will communicate the reason for ending the volunteer project or engagement clearly to the volunteer and in a timely manner.

Where a specific volunteer role within The Brain Tumour Charity has proved not to be suitable for a particular person, the Volunteer Development Manager will assist the volunteer to explore other volunteer opportunities with The Charity.

At the end of a volunteer's time with The Brain Tumour Charity, volunteers will be asked to provide feedback on their volunteering experience through completing an exit questionnaire.

## **Providing references for volunteers**

We appreciate the contribution of our volunteers, and we are very happy to provide volunteers with a reference for future employers or volunteer organisations outlining their length of service with The Brain Tumour Charity and role.

## **Whistleblowing**

The Brain Tumour Charity conducts its activities at all times with the highest standards of integrity and honesty. It expects all its team members and volunteers to maintain the same standards in everything they do. Our [Whistleblowing policy](#) sets out how individuals may report concerns that they cannot raise through the Volunteer Problem Solving Procedure highlighted above, or that remain unresolved, and how those reports will be dealt with.

## **Further information**

If you'd like to speak to a member of team about any of the information included in this policy, please contact:

Laura Butler

Volunteer Development Manager

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