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Authorised by:	Adelina Hysenaj Chair Person
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Nene Tereza Volunteering Policy

Purpose

The purpose of this policy is to establish clear guidelines and principles for volunteering within Nene Tereza. This policy reflects our commitment to providing meaningful, rewarding, and supportive volunteer experiences while ensuring that the contributions of volunteers align with the mission and objectives of the organization.

Scope

This policy applies to all individuals volunteering for Nene Tereza, including regular, short-term, and project-based volunteers.

Principles of Volunteering

At Nene Tereza, we recognize the invaluable role that volunteers play in achieving our mission. Our principles of volunteering include:

1. **Choice:** Volunteering is a choice freely made by individuals. No volunteer will be coerced or compelled to take part in activities.
2. **Mutual Benefit:** Volunteering benefits both the volunteer and the organization. Volunteers gain skills, experience, and personal satisfaction, while the organization benefits from their time, energy, and expertise.
3. **Inclusivity:** Nene Tereza is committed to diversity and inclusion, welcoming volunteers from all backgrounds, ages, abilities, and experiences.
4. **Recognition:** We value and respect the contributions of our volunteers and will provide appropriate recognition and support for their efforts.

Recruitment of Volunteers

1. **Equal Opportunity:** Volunteering opportunities will be open to everyone, subject to any role-specific requirements. We encourage applications from underrepresented and marginalized communities.
2. **Application and Selection:**
 - Volunteers will be invited to complete a standard application form.
 - Selection will be based on the skills, interests, and experience of the volunteer in relation to the needs of the organization.
 - References may be requested, and for certain roles involving vulnerable groups, a Disclosure and Barring Service (DBS) check may be required.

Volunteer Roles and Responsibilities

1. Role Descriptions:

- Each volunteer will be provided with a clear role description outlining their duties, responsibilities, and expectations.
- Volunteers will not replace paid staff but will complement and support the work of the organization.

2. Code of Conduct:

- Volunteers are expected to adhere to Nene Tereza's values, policies, and procedures, including those related to safeguarding, equality, and confidentiality.
- Volunteers must behave professionally and respectfully towards staff, fellow volunteers, and the people we serve.

Support and Training

1. **Induction:** All volunteers will receive an induction that includes an overview of the organization, their role, and key policies and procedures.
2. **Training:** Volunteers will be offered training appropriate to their role to ensure they have the skills and knowledge necessary to perform their duties.
3. **Supervision and Support:**
 - Each volunteer will have a designated point of contact for support and guidance.
 - Regular check-ins and feedback sessions will be conducted to ensure volunteers feel valued and supported.

Volunteer Rights

Volunteers at Nene Tereza have the right to:

- Be treated with respect and without discrimination.
- Receive adequate training and support to perform their roles effectively.
- Be informed about policies, procedures, and any changes affecting their role.
- Work in a safe environment that complies with health and safety regulations.
- Provide feedback and have their concerns addressed promptly.

Expenses

Nene Tereza is committed to ensuring that volunteering is accessible to all. Volunteers are entitled to claim reimbursement for reasonable out-of-pocket expenses incurred during their volunteering, such as travel or meals, in accordance with the organization's expense policy.

Health, Safety, and Safeguarding

1. Health and Safety:

- Volunteers are expected to take reasonable care of their own health and safety and that of others while volunteering.

- Nene Tereza will ensure that all activities and environments are safe and compliant with health and safety regulations.

2. Safeguarding:

- Volunteers working with children, young people, or vulnerable adults must comply with Nene Tereza's safeguarding policies.
- Volunteers will receive safeguarding training as required for their role.

Problem-Solving and Complaints

1. Raising Concerns:

- Volunteers can raise any concerns or complaints about their role, treatment, or the organization through the designated volunteer contact.

2. Resolving Issues:

- Any concerns raised by or about volunteers will be addressed promptly and fairly, in line with the organization's grievance procedures.

Volunteer Recognition

Nene Tereza values the contributions of its volunteers and will:

- Recognize their efforts through regular acknowledgment and appreciation.
- Celebrate their achievements through events, newsletters, and other means.
- Provide references upon request for volunteers who complete their commitments satisfactorily.

Ending the Volunteering Relationship

1. Volunteers may end their volunteering relationship at any time, but we kindly request prior notice to allow for smooth transitions.
2. Nene Tereza reserves the right to end a volunteering arrangement if a volunteer fails to meet agreed-upon expectations or violates the organization's policies.

Monitoring and Evaluation

Nene Tereza will regularly review and evaluate the volunteering program to ensure it meets the needs of both volunteers and the organization. Feedback from volunteers will be used to inform improvements and adjustments.

Approval and Review

This policy has been approved by Nene Tereza's management team and will be reviewed annually to ensure it remains relevant and effective.

By adhering to this policy, Nene Tereza aims to create a positive, inclusive, and impactful volunteering experience that benefits both the organization and the communities it serves.