



## Managing Volunteers (Sample Policy Template)

### Description:

This tool provides a template to create a policy on volunteers.

### How it can be used:

As First Nations health services and facilities expand an increase in the use of volunteers may occur. Volunteers may be found serving on a board or committee or special task group, assisting with programs or special events. In all cases, having a policy in place to establish guidelines for volunteers is a good idea. Use and adapt the template below to create a policy for your organization.

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### Volunteer Policy Template

#### 1. Introduction

[NAME OF ORGANIZATION] aims to: [INSERT GOALS] and volunteers make a vital contribution to achieving our goals. We recognise the added value that volunteers bring to our organization and those who use our services. Volunteer involvement in this organization does not replace or devalue the role of paid staff.

Within [NAME OF ORGANIZATION] volunteers are involved in:

- Board of Directors/Health Committee
- [List of other roles undertaken by volunteers]

[NAME OF ORGANIZATION] aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to learn skills and achieve personal development through volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- the tasks to be performed by volunteers will be clearly defined, so that everyone understands their respective roles and responsibilities;
- the organization will comply with the Canadian Code for Volunteer Involvement provided by Volunteer Canada;
- volunteering opportunities will complement rather than replace the work of paid staff;
- all existing and future policies will be checked as to how they affect volunteers.

#### 2. Purpose

By adopting this policy [NAME OF ORGANIZATION] aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards and strategies of the organization in its approach to involving volunteers;
- recognize the respective roles, rights and responsibilities of volunteers;
- confirm the organization's commitment to involving volunteers in its work;



- establish clear principles for the involvement of volunteers;
- ensure the ongoing quality of both the volunteering opportunities and the work carried out by our volunteers.

This policy provides an overview of the activities currently carried out by volunteers and provides a basis for the expansion, if required, of the role of volunteers alongside paid staff. This document and any associated policy, procedures and guidance provide a framework for the involvement of volunteers.

### 3. Recruitment and Selection

[NAME OF ORGANIZATION] will adhere to its equalities and diversity policy when recruiting and selecting volunteers. All potential volunteers will be asked to complete a volunteer application form. Written task descriptions will outline time, commitment, necessary skills and actual duties. Where there is specific training required, this will be highlighted as part of the recruitment process. Where there is a requirement for a Disclosure Check this will be highlighted as part of the recruitment process. All volunteers will be required to provide two references.

### 4. Support and Supervision

Once placed, we will expect volunteers to comply with existing policies and procedures. All volunteers are covered under [NAME OF ORGANIZATION'S] insurance.

All volunteers will have an orientation to their volunteering role which will involve an overview of the relevant policies and procedures. Following orientation, volunteers will have regular support and supervision meetings with a named contact to identify areas for development, or to discuss any issues. A record of these discussions will be held as part of the individual volunteer's records. Volunteers can access their records at any time.

Volunteers will be able to claim reasonable expenses for their volunteering in line with the Expenses Policy. Volunteers should discuss any planned expenditure prior to incurring these expenses to ensure that it will be covered by the organization.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise their named contact to ensure that an alternative cover can be arranged. If volunteers require a longer break from their volunteering, that should be discussed with their named contact. [NAME OF ORGANIZATION] will endeavour to be as flexible as possible to accommodate the needs of volunteers.

Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout their time with [NAME OF ORGANIZATION]. Opportunities for learning and development will form part of the discussions at support and supervision sessions. Volunteers are to be recognized and thanked for the services provided.

### 5. Problem Solving

Where a concern is highlighted, either by a volunteer or about a volunteer, it will be dealt with using the organization's Disciplinary, Grievance and Dismissal Policy.

### 6. Responsibility

Overall responsibility for the implementation, monitoring and review of the policy and procedures lies with the [Chair/named contact of the Management Committee or Board/Executive Director]. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organization.

[Date of Document]

[Date it is due for review]