



Volunteer Policy of Sal's Shoes ('the Charity')

1. Volunteers

1.1. Sal's Shoes has a commitment to the involvement of volunteers and believes that volunteers play a vital role in extending the scope of our work allowing us to add value to our services and helping to meet service need or demand and achieve our goals, which would not otherwise be possible. Sal's Shoes recognises that volunteers will help to diversify and strengthen the workforce as well as offer a wide range of skills and enthusiasm.

1.2. Sal's Shoes undertake to increase volunteer opportunities by giving consideration to the potential for volunteer roles in all project planning and including volunteer cost in funding applications for new projects.

1.3. The aim of the volunteer programme is to provide opportunities for a diverse range of people who wish to give of their time to work with other volunteers, staff, the public and professionals to enable them to share their skills, learn new ones and contribute to the aims of our service.

2. Role of the Volunteer

2.1. Volunteering is defined as "unpaid activity where someone gives their time to help an organisation or an individual who they are not related to" (Volunteering England).

2.2. Volunteers are distinct from work placements; curatorial work placements (formerly interns) and trainees.

2.3. The volunteer role is based on an agreement between Sal's Shoes and the volunteer and is binding in honour only. There is no enforceable obligation, contractual or otherwise, on volunteers to attend, give or be set a minimum amount of time or carry out the tasks provided. Sal's Shoes is under no obligation to provide regular work or provide payment or other benefit for any activity undertaken.

2.4. Volunteer roles play an important role in the operation of Sal's Shoes and volunteers will, in all roles be representatives of Sal's Shoes and should always conduct themselves in an appropriate manner.

2.5. Sal's Shoes will not introduce any volunteer role where this would replace or substitute a paid employment opportunity or affect the content of an existing paid job

description. Volunteers will not in any circumstance be required to carry out the duties which are currently or have in the past been carried out by a paid member of staff, cover a vacant post, cover for sick or annual leave or substitute in any other way the work of paid staff.

2.6. Volunteer roles will supplement and support the work of paid staff adding value to existing services.

3. Selection

3.1. Volunteers of all roles will follow the same selection procedure.

3.2. When an enquiry about volunteering is received; the prospective volunteer/s will be contacted by the member of staff responsible for the role and an informal meeting will be arranged to discuss skills, role and expectations.

4. Equality and Diversity

4.1. We will not pay volunteers for the work they carry out. However, in all other respects volunteers are entitled to be treated on an equal basis with paid staff.

4.2. Volunteering opportunities are open to everyone regardless of gender, ethnic origin, cultural background, marital status, disability, sexual orientation, religious belief, age. Sal's Shoes will seek to make our volunteer roles accessible to as wide an audience as possible.

4.3. Sal's Shoes have a commitment to equality and diversity principles and will seek to challenge all forms of prejudice and discrimination.

5. Management of Volunteers

5.1. It is the role of CJ Bowry to coordinate and provide regular support to volunteers volunteering with Sal's Shoes. She will be available to deal with any questions or problems that volunteers within the service may have.

5.2. We will undertake an induction with all volunteers into the service and the role they will carry out. This will include a general induction to the volunteer role followed by an induction training session which will offer more in-depth information on volunteering with Sal's Shoes.

5.3. We will ensure all volunteers receive the training required to carry out their role. Other additional training needs that may arise during the course of volunteer roles can be discussed with CJ Bowry. It is not the policy of Sal's Shoes to provide training to volunteers in areas which do not directly relate to the volunteer role.

6. Policies and Procedures

6.1. We will expect all volunteers to carry out their role in accordance with the Equality and Diversity Policy and Health & Safety Policy.

6.2. All volunteers will be covered by Sal's Shoes employee liability insurance.

7. Expenses

7.1. Where volunteers are entitled to claim out of pocket expenses they will be informed of this by CJ Bowry as the Volunteer Coordinator.

8. Time Off

8.1. As volunteers are not paid members of staff, they will not be required to complete a self-certification sickness form or provide GP sickness certificates for periods of sickness. It is requested that whenever possible, volunteers advise CJ Bowry if they are unable to attend due to sickness.

9. Confidentiality

9.1. Sal's Shoes will take appropriate measures to maintain confidentiality concerning the personal details of all volunteers and will do so in accordance with Data Protection Act 2018 principles.

9.2. In return volunteers are required to respect the confidentiality of Sal's Shoes trustees, employees, volunteers, service users and data.

10. Health and Safety

10.1. Volunteers must work safely and not put themselves or others at risk. All health and safety policies and procedures apply equally to staff and volunteers. Guidance on the Health and Safety Policy can be found in the Handbook.

11. Young Volunteers

11.1. Sal's Shoes does work with young volunteers under the age of eighteen. We will take appropriate measures to safeguard young people in voluntary activity in line with our Safeguarding Policy.

11.2. All staff who are responsible for young volunteers should be checked by Disclosure and Barring Service – DBS (formerly known as the Criminal Record Bureau - CRB).

11.3. We will seek parental consent for voluntary activity from the parent/legal guardian/school of all volunteers under the age of sixteen and where possible for volunteers between the ages of sixteen and eighteen. Details of the voluntary role, location and times of participation will be provided to parent/legal guardian/school.

11.4. Young volunteers will not be placed in any unsupervised voluntary roles either at or away from Sal's Shoes and will not be left to supervise other young people or be responsible in any capacity for members of the public including children visiting our sites.

12. Problem Solving Process

12.1. Any volunteer has the right to complain if they are unhappy or feel that they have not been treated fairly.

This Volunteer Policy was approved by the Chair of Trustees of Sal's Shoes on **30/08/2021**. It also comes into force on that date.

The Board will, as appropriate, monitor and enforce this Policy.

Last date of review: 30/08/26

Next date of review: 30/08/27