



# VOLUNTEERING POLICY

## V2

### THOMAS'S FOUNDATION [CIO]

Registered Charity No. 1181145

Governance	
Version	2
Approved by	Board
Date last approved	18.01.22
Date Last Reviewed	Feb 2023
Review Frequency	12 months
Next Review Date	Jan 2024

Revision history	
Version /date	Updates and changes
v1, Jan 22 to Feb23	Initial document after the CIO, setting up the TF's approach to volunteering
v2 , Feb 22 to date	Review of policy. Introduction of Annex

# **VOLUNTEERING POLICY**

## **THOMAS'S FOUNDATION [CIO]**

### **1-The need for a policy**

The Volunteer Policy recognises the significant and valuable role volunteers play in supporting the Thomas's Foundation in delivering its objectives in accordance with its Constitution.

This policy reflects our commitment to volunteering as a key resource in reaching out to our intended beneficiaries and provides essential principles, procedures and best practice to ensure effectiveness of volunteers' actions and safeguarding of those more vulnerable.

Volunteers bring passion, inspiration and much needed hard work, but in the regulated sector that charitable Foundations operate in, all must be clear about what it takes to make the relationship as effective, safe and value adding as it can possibly be.

It is our intention that this Policy helps volunteers understand what we expect from them, and what they can expect from us and their volunteering experience in return.

### **2-Policy objective**

The Policy intends to:

- Describe the structure under which volunteers are welcomed to act for the benefit of our beneficiaries
- Explain key obligations in executing volunteering work
- Ensure that volunteering guidance from the Charity Commission is adhered to as required
- Deliver a positive and enriching volunteering experience, through processes and ways of working, which makes it safe, enjoyable and easy to support us

### **3-Scope**

The Policy applies to all volunteers as defined in this policy.

### **4- Definitions**

What is a Volunteer?<sup>1</sup>

A volunteer is a person who, unpaid and of their own free will, chooses to give their time, energy, skills and expertise to support Thomas's Foundation in achieving its objectives in accordance with its Constitution.

The arrangement is voluntary on both sides. The charity's relationship with volunteers is based on trust and is not intended to have the obligations associated with employment. No payment, other than the reimbursement of expenses as agreed will be ever considered, however volunteers undertake to operate in accordance with specific guidelines as required by Thomas's Foundation.

"Designated volunteers" are nominated volunteers formally appointed for mission critical positions in accordance with due governance and that undertake Board appointed programme of work

---

<sup>1</sup> See ANNEX 1 and 2 for more detail

### What is Volunteering?

The provision of support by a volunteer to Thomas's Foundation in relation to a Board- approved stream of work. This support may include:

- Partnering with appointed Foundation officials, for example, by providing administrative support in our offices
- Helping to deliver strategic projects or coaching our colleagues
- Championing Thomas's Foundation's values by helping to spread the word and connecting us with communities and other partners
- Raising funds, which include running or participating in fundraising events, promoting ways to give money and connecting us with their network
- Building the resources of Thomas's Foundation itself by, for example, helping to recruit, train or support other volunteers

### What is Board appointed Volunteering?

Where the Board has approved a stream of work which is deemed to be mission critical and is seeking to delegate to volunteers the execution of this work, the Board Nominations Subcommittee will seek to appoint volunteers formally (designated volunteers)<sup>2</sup>. This may include, for example:

- Acting as a trustee on behalf of the CIO
- Attending Board sub-committees as a member of formal governance forums

This kind of volunteering and the formal approvals it triggers are intended to fulfil eligibility conditions imposed by Thomas's Foundation's Constitution.

### Eligibility<sup>3</sup>

This is the criteria which is applied for the selection of volunteers, particularly those on "designated" roles (designated volunteers)

It also refers to the criteria which is applied for the selection of stream of works which the Board deems appropriate for volunteers to help with

## **5- Policy principles**

In delivering its objectives and, in relation to volunteering,

Thomas's Foundation will:

- Facilitate volunteers to assist in charitable activity in a manner that is positive and an enriching volunteering experience
- Provide volunteers with clarity about what is expected of them and to equip them with the information they need to participate in the life of Thomas's Foundation effectively through training, processes and ways of working, with the aim of making volunteering safe and enjoyable
- Appoint volunteers in line with eligibility criteria as defined in Thomas's Foundation's Constitution
- Appoint nominated volunteers formally for mission critical positions in accordance with due governance (designated volunteers)
- Recruit and manage the volunteering relationship in accordance with the detail of this Policy

---

<sup>2</sup> See ANNEX 1 and 2 for more detail

<sup>3</sup>See ANNEX 1 and 2 for more detail

- Manage all volunteers in accordance with Charity Commission guidance

## **6- Recruitment and on boarding**

Thomas's Foundation will undertake proactive volunteer recruitment as well as welcoming those who approach Thomas's Foundation by themselves as it happens on an ongoing basis

The charity will:

- Describe the support needed by Thomas's Foundation as part of a project/ job description
- Clarify in writing the mandate and delegation of authority if any that the project/role requires
- Collect information on all prospective volunteers during the recruitment and selection process.
- Request volunteers to attend an informal interview(s) to provide relevant information and explore their aspirations and the experience they can bring to Thomas's Foundation where necessary
- Request references and DBS checks as appropriate

Recruitment and selection are not intended to be a competitive process, and the sole selection criteria is in relation to suitability for the role in terms of skill set, experience and availability

The volunteer will:

- Read and agree to Thomas's Foundation's values and policies that outline what is expected from the volunteer
- Agree with the aims and key procedures of the work assigned
- Commit to delivering the key tasks outlined in the relevant role description
- Act within the mandate given and not overcommit Thomas's Foundation where there is no delegated authority to do so

The Executive Director will:

- Confirm volunteering appointment in writing
- Onboard the volunteer into the organisation (induction)
- Remain as the named contact responsible for guiding and supporting the volunteer in their role and should be available to discuss any aspect of the volunteer's assigned tasks

## **7- Volunteer management, training and ongoing support**

Thomas's Foundation will provide an appropriate induction to the charity, the project and the task at hand as required

While volunteers may come to Thomas's Foundation with very valuable skills, knowledge and experiences, the charity will aim to offer training prior to commencing their role and continuous training, where appropriate

This could include training on Thomas's Foundation related policies, Charity Commission updates or any industry body materials which are of relevance to the volunteer

On an ongoing basis, each volunteer will be provided with other relevant support, which may include regular meetings

All volunteers will be managed by an appointed person, who could be another volunteer, an official of Thomas's Foundation or a trustee. For trustees, this will be the Chairman of the Board

All volunteers are expected to raise to the relevant person their own individual training needs if it becomes evident that additional training is needed

### **8- Mandate**

Thomas's Foundation will clarify in writing the scope of the role and will clarify if/what delegated authority is given to each volunteer

The volunteer should act within its mandate and escalate decisions to the appropriate person when decision making is required outside the sphere of competence

### **9-Tenure**

Volunteers are free to cease volunteering at any time by speaking or writing to their named contact.

When deciding to finish volunteering with us, we ask that volunteers:

- Give us as much notice as possible to help us organise alternative arrangements
- Return all assets that Thomas's Foundation may have put at their disposal to support their volunteering

Thomas's Foundation reserves the right to ask a volunteer to cease volunteering. This may be because the role no longer supports the needs of the organisation and its current work, or because the volunteer is no longer able to satisfactorily carry out a particular role. When this happens, the charity will:

- Give as much notice as possible to the volunteer
- Facilitate the return of all assets that Thomas's Foundation may have put at their disposal to support their volunteering

In all cases, the volunteer will be treated fairly, with dignity and respect

All our volunteers leave with our thanks and we encourage all to remain in touch and re-consider volunteering if the occasion arises

### **10- Conflicts of interest**

Thomas's Foundation operates a Conflicts of Interest policy which applies to volunteers

The volunteer should notify the Executive Director of conflicts or potential conflicts as/if/when they arise in the course of their association with Thomas's Foundation

### **11- Payments and other emoluments**

Thomas's Foundation will always look to reimburse reasonable expenses if:

- previously agreed by volunteer's named contact
- claimed in accordance with the procedure as set up by Thomas's Foundation

The charity will be able to meet valid reasonable expenses within budgets and will not provide any other emoluments for volunteering support

We recognise and are extremely grateful for those volunteers that support us without claiming expenses. We encourage those for which expenses may be a barrier to volunteering to contact Thomas's Foundation to address the issue.

### **12- Insurance**

Thomas's Foundation is covered by the following insurance policies for all volunteering work:

- Employers Liability

- Public Liability
- Professional Indemnity

The charity does not cover:

- Unauthorized actions
- Activities outside the volunteering agreements
- Activities outside of the volunteer's mandate
- Motor insurance coverage

### **13-Data protection and non-disclosure**

When applying to volunteer as part of Thomas's Foundation, we will ask for personal information to help us process your application and co-ordinate your activities whilst volunteering with the Foundation.

- Personal information will include your full name, contact details and where relevant, information to complete appropriate safeguarding checks, training records and any personal risk assessments. Safeguarding checks may include proof of any name changes, professional/character references or an enhanced DBS check and Barred List check.
- We have a legitimate interest in processing your personal data to allow Thomas's Foundation to place and manage volunteers.
- Your name and contact details will be shared with the organisation where you will be carrying out your volunteering.
- We will hold this information for two years after your volunteer role ends.

Thomas's Foundation operates under the UK General Data Protection Regulation (UK GDPR) regime and will:

- Protect volunteer information in accordance with the UK GDPR
- Secure data will be held securely
- Provide access to data by authorised personnel in accordance with the UK GDPR and our Data privacy policies

Volunteers are expected to manage all the data they come across in the same manner and following Thomas's Foundation's data related Policy

Volunteers are likely to become aware of confidential information about Thomas's Foundation itself, other volunteers, children and some young people supported by the charity and our partners. All volunteers are required to maintain confidentiality and should not disclose the charity's information during their volunteering services and any time afterwards

Volunteers should speak to the Executive Director if they have any concerns or queries about the management of their personal data, or another individual's. You also have the right to make a complaint to the Information Commissioner's Office at any time.

### **14- Feedback and conflict resolution**

Thomas's Foundation is based on strong positive values of kindness and collaboration. It expects all volunteers to make support each other and create a positive and relaxed atmosphere that ensures psychological safety

However, we recognise that volunteers at times may experience difficulty within their role, they may want to share feedback or raise concerns about an issue with a member of staff or another volunteer.

In that case, Thomas's Foundation will:

- make every reasonable effort to resolve difficulties at an early stage and we always review feedback and learn from it
- ensure that feedback giving and conflict resolution is done fairly, amicably and openly

Volunteers should:

- Approach the relevant volunteer manager to discuss the issue
- Escalate to the Executive Director if resolution of the issue is not forthcoming
- At any point but more importantly when all other avenues are exhausted, escalate to a trustee if resolution of the issue has not been achieved

### **15-Intellectual property**

Volunteers assign the Intellectual Property to Thomas's Foundation of all material created by them as part of their role with the charity

### **16- Health and safety. Assessment of risks**

Volunteers must take reasonable care of themselves and others while volunteering for Thomas's Foundation. They must:

- Assess and inform Thomas's Foundation of any risks they or others they oversee may be exposed to in the course of volunteering
- Adhere to the health and safety advice and instruction given for their role.
- Report immediately accidents/incidents including near misses
- Intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

Thomas's Foundation will respond to the risk assessments and incident reports with reasonable steps to minimise and/or avoid the dangers identified

### **17-Roles and responsibilities**

The Nominations Subcommittee will:

- Support the Board in formally appointing volunteers to positions where eligibility criteria apply as required by the Constitution

The Executive Director will:

- Undertake volunteer recruitment as necessary
- Manage the volunteer's onboarding after completion of necessary checks have been satisfied
- Ensure that relevant training has been completed in advance of volunteers acting on behalf of Thomas's Foundation
- Oversee the work of (non-trustee) volunteers in pursuance of the objectives of the charity

- Initiate the removal of volunteers if deemed in the best interest of Thomas's Foundation

Every volunteer will:

- Read and adhere to Thomas's Foundation's principles, policies and procedures
- Act always in the best interest of the charity and the intended beneficiary
- Raise conflicts of interest if any arises in the course of the volunteering

Designated volunteers will:

- Manage or take the lead in executing Thomas's Foundation's programmes
- Manage other volunteers in accordance with this Policy

### **18- Monitoring and Review**

The policy shall be monitored, reviewed and updated by the Trustees once a year. Compliance with this policy shall be monitored by the Chair, and appropriate action taken when necessary.

**Date of last review of policy: 03/02/023**

**Date of next review: January 2024**

**Approval by the Board of Trustees: 18.01.22**

**Policy last presented to Board for FYI: 03.02.2023**

**This reviewed version of the Policy (v2) does not require re-approval as there has not been any material change to the Policy Principles (policy statements), and therefore the TF position of volunteering has not changed**



### ANNEX 1- Designated volunteers

“Designated volunteers” are nominated volunteers formally appointed for mission critical positions in accordance with due governance and that undertake Board appointed programme of work

Where the Board has approved a stream of work which is deemed to be mission critical and is seeking to delegate to volunteers the execution of this work, the Board Nominations Subcommittee will seek to appoint volunteers formally . This may include, for example:

- Acting as a trustee on behalf of the CIO, as a bursary panellist
- Attending Board or a Board sub-committees as a member of formal governance forums

This kind of volunteering and the formal approvals it triggers are intended to fulfil eligibility conditions imposed by Thomas’s Foundation’s Constitution.

Access to these roles require the fulfilment of eligibility criteria put in place and judged by the Board Nominations Subcommittee

### ANNEX 2- Volunteering

A volunteer is a person who, unpaid and of their own free will, chooses to give their time, energy, skills and expertise to support Thomas’s Foundation in achieving its objectives in accordance with its Constitution

The table below illustrates TF’s overall approach to volunteering



