

Volunteer management policy

Help Impact (“the Charity”)

1. Purpose

- 1.1 The purpose of this policy is to detail the principles and processes that govern how the Charity manages its volunteers.
- 1.2 The Charity does not intend any employment relationship to be created in respect of volunteering with Help Impact.

2. Charity overview

- 2.1 Help Impact a UK based charitable incorporated organisation established in May 2017. It is registered in England and Wales under charity number 1173140. The Charity is passionate about improving the lives of young people in need and think that it can change their lives for the better.
- 2.2 The Charity’s aims are the relief of sickness and the preservation of health, and the relief of financial hardship of people under the age of 25 years. Help Impact helps disadvantaged children and young people and so creates a positive impact on their lives.
- 2.3 The Charity partners with local organisations that have experience and understanding of local specifics. We believe that such organisations are uniquely positioned and very well suited to deliver help to those in need.

3. Volunteer role

- 3.1 Before the start of volunteering the Charity will set out what a volunteer and the Charity can each reasonably expect from the volunteering role within Help Impact. The Charity and the volunteer will agree the start date and the duties. Help Impact is flexible about when a volunteer works and welcomes comments in case a different arrangement is preferred.
- 3.2 Help Impact always appreciates volunteering and is committed to providing volunteers with a supportive environment. The Charity hopes that every volunteer will find the volunteer experience enjoyable and rewarding.
- 3.3 The Charity expects its volunteers to perform their roles to the best of their abilities and to follow the Charity’s procedures, policies and standards.

4. Induction and training

- 4.1 The Charity will provide an induction explaining what it does and how volunteers fit within the organisation. If applicable the Charity will also provide training to assist a volunteer to meet the expected standards.

5. Supervision and support

5.1 The Charity will allocate a main point of contact for every volunteer. A volunteer will have catch-ups with the main point of contact and if required with other team members to agree targets for the volunteering role and discuss any potential problems or complaints which may arise.

6. Confidentiality

6.1 In the course of volunteering, a volunteer may have access to confidential information relating to Help Impact or its contacts. The Charity expects its volunteers not to use or disclose this information to any person either during the volunteering experience or at any time afterwards.

7. Leaving

7.1 The Charity asks that volunteers give as much notice as possible if they want to stop volunteering with the Charity.

8. Monitoring and review of this policy

8.1 This policy is reviewed annually by our board of trustees to ensure that it is achieving its objectives.