

# Our Volunteer Procedure

Our volunteer procedure gives guidance to staff and volunteers relating to the recruitment and management of volunteers. Blue Cabin's Operations Manager will be responsible for carrying out this procedure.

1. A volunteer application form must be completed in order to be considered for any volunteer position

2. All volunteers must take part in an informal conversation, provide two professional references who have known them for at least 12 months and have a DBS disclosure (if relevant to the role). We can lead on getting a DBS check for a volunteer, if they don't already have one.

3. Within three working days of receipt of the application, volunteers will be contacted to acknowledge receipt of their application and proceed with the next steps of the application process.

4. If selected, volunteers will be required to attend an induction and complete online safeguarding training before they can start volunteering.

5. Volunteers will need to have access to an email address as this will be the main method of communication throughout. We also use WhatsApp to communicate as a team - this would be something we would encourage volunteers to use too.

6. All volunteers will be invited to and encouraged to attend training, and training records for volunteers will be kept on our database.

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The Operations Manager is responsible for reviewing and updating this procedure. The designated trustee is Mark Dibble.

7. Volunteer files will be kept up to date and all contact written up. Volunteers will be informed of their right to access their files.

8. Volunteers will be provided with a handbook that they can use for reference. Volunteers will be made aware of the policies and procedures, and where to find them on the website.

9. Volunteers will be given instructions for claiming expenses and providing feedback.

10. When volunteers leave Blue Cabin, they will be given a formal thank you and a certificate will be issued to the volunteer. An exit questionnaire will also be sent.

11. To support a volunteer, they will have regular reviews to assess whether the volunteer is happy in their role, identify any training needs relevant to their volunteering role, and address any queries that they have.

12. Volunteers are asked to give reasonable notice of their intention to cease volunteering. Volunteers are asked to volunteer for a minimum of six months, where possible.