



The Boleh Trust Volunteer Management Policy

(Adopted 20th March 2026)

Policy Statement

1. Every effort is made to ensure equal opportunities for all volunteers. Volunteers are welcomed from a wide variety of ages and social and educational backgrounds. This policy is to be read in conjunction with our Equality, Diversity and Inclusion Policy and our Safeguarding Policy (See [Boleh Trust Policies, Procedures & Safeguarding](#))

Committed to Volunteering

2. Volunteers are vital to the effective functioning of the Trust. The Trust does not receive any government funding and volunteers are our link to our community and more crucially enable us to make Boleh available to our users. They are integrated into the structure and operations of the charity, and contribute strongly towards its aims and objectives.

3. Volunteers support by giving their time to carry out roles which have been initiated by, or agreed with, the Trust. The volunteering relationship is based on trust and does not involve the obligations associated with employment. No payment, other than the reimbursement of agreed expenses, is made by the Trust to people who give their time as volunteers.

4. This policy is intended for volunteers who have accepted an agreed role with the Trust as a charity. It outlines the principles on which the relationship between volunteers and the charity are based and provides basic information about volunteering with The Boleh Trust.

Age Range

5. There is no upper age limit. Special supervisory arrangements will be made for youth volunteers between 16 and 18. DBS checks will be in place for those supervising youth volunteers and safeguarding practice will follow recommended guidelines and best practice.

Disability

6. The Trust is pleased to recruit people with sensory or physical disabilities of any kind or special needs. It is helpful if, at interview, volunteers with specific needs make this known, in

order that arrangements can be made to accommodate any reasonable requests to meet their requirements.

Recruitment

7. The Trust welcomes and respects the breadth of experience, skills, dedication and goodwill that volunteers bring. Informal interviews are carried out to ensure that applicants are suitable for the role in question. The Trust will base its selection on the ability of each applicant to fulfil the role concerned. Every volunteer will be asked to complete a short application form and agree to have a DBS check, paid for by us, where the Trust considers it appropriate, in the light of the volunteer's work. In most cases a volunteer will need to be over 16 years of age to volunteer independently and under 18s will be asked for parental consent. Younger people may get involved in some aspects of volunteering with the Trust, if they are accompanied by a responsible adult or are involved in educational volunteering in support of their chosen career. The Trust do not have an upper age limit for volunteers but there may be situations that require a request to someone to stop volunteering – for example when health issues are considered a risk to the person concerned or others around them.

Equal Opportunities and Diversity and our responsibilities

8. Volunteers will be volunteering in an organisation that is committed to equal opportunities, inclusion and diversity. This commitment is reflected throughout the Trust's policies and practices. We do not in any way wish to exploit those who volunteer for us, but regard volunteering as a partnership in which we give back to our volunteers in the form of training, skills development and enjoyment. We will make every attempt to reflect the diversity of our community and we strive to include hard to reach people within our community. The Trust wants volunteers to enjoy their experience and takes its responsibilities to volunteers very seriously. Volunteers are representative of the charity and are asked to act appropriately.

The Trust's responsibilities to its Volunteers

9. The Trust recognises that it has the following responsibilities to its Volunteers:
- To offer equal opportunities to everyone who wants to volunteer.
 - To match skills and experiences with the right role wherever possible.
 - To offer appropriate training and support.
 - To celebrate success and recognise loyalty and dedication.
 - To respect all volunteers and listen to their opinions.
 - To provide information about the Trust's work, policies and procedures.
 - To reimburse agreed out-of-pocket expenses.
 - To make arrangements to ensure the health, safety and welfare of all volunteers.
 - To encourage a positive and friendly atmosphere.

- To provide access to trained members, to support, guide and advise.

The Trust's expectations of its Volunteers

10. The Trust expects the following of its Volunteers:

- To aim for high standards of efficiency, reliability and quality in volunteering.
- To work in partnership with other volunteers, staff and the general public.
- To support, respect and adhere to the Trust's organisational policies, guidelines and management decisions – including all aspects of equal opportunity, child protection, adult safeguarding, health & safety and data protection.
- To always consider and protect the Trust's good reputation in actions and conduct.
- To act responsibly and within the law.
- To let a Trustee know first, if there are problems, in order to find a solution.
- To let a Trustee know, if there are changes in personal circumstances that may affect volunteering.
- To have the best possible experience by getting involved and enjoying volunteering.

Health and Safety

11. All volunteers must:

- Take reasonable care for the health and safety of themselves and other persons who may be affected by their actions.
- Follow health and safety policy and measures put in place by the Trust or any organisation whose premises you may be working on.
- Report accidents/incidents or dangerous circumstances to a Trustee, whether or not any person has been injured
- Be aware of actions to take when an emergency situation arises and who, from the Trust, to contact for support.

Working with Children and Vulnerable Adults

12. All Volunteers:

- Working in roles which bring them into contact with children will need to be DBS checked and, in line with good practice, two volunteers should always work together with children or vulnerable adults

- Will have read and agreed to the Boleh Trust policies relating to safeguarding adults and children and will have confirmed their agreement to abide by these policies.
- Shall undertake safeguarding training by a nominated provider and as agreed by the organization.

Copyright, Intellectual Property and Photography

13. The rights to any original works that the volunteer may produce in the course of volunteering will belong to the Trust, unless otherwise agreed in writing and approved by the whole Trust. Examples include photography, artwork, graphic design and written work, including the results of research. Photographs of volunteers carrying out their roles may be used for promotional purposes, such as in a leaflet or online. Volunteers may, of course, request that an image is withdrawn.

Media Relations

14. No comments or stories should be given directly to the media, unless a volunteer role specifically includes talking to the press or other local media. Generally, media relations are handled by trained specialists and so any requests from the press, etc. should be referred to a Trustee, together with the contact details of the inquirer.

Data Protection and Confidentiality

15. The Trust takes great care to protect personal information as part of its data protection responsibilities in line with current legislation. Volunteers should protect any personal or confidential information to which they may have access.

Expenses

16. Volunteers may request reimbursement of reasonable out-of-pocket expenses, such as travel costs. Payment of reasonable expenses must be authorised in advance and receipts or tickets will be required.

Insurance

17. The Trust has appropriate types of insurance in place to cover its volunteers. These include public liability insurance in the event of a volunteer being harmed due to the negligence of the charity, or a third party being injured as a result of the actions of a volunteer whilst performing Trust duties.

Using Your Own Vehicle

18. The Trust does not provide motor insurance for volunteers. Driving in connection with charitable volunteering is normally classified by insurers as “social, domestic and pleasure” which is part of standard cover. The Trust recommends that you check with insurers but

there should not be any additional cost. If the Trust have agreed to reimburse your expenses for travelling in your own vehicle, the government standard mileage rate will be used, which includes an allowance for insurance as well as fuel, maintenance, tax, etc.

Smoking and Substance Abuse

19. Volunteers are asked to familiarize themselves with the smoking policy. Volunteering whilst under the influence of alcohol or drugs will not be accepted. The Trust regard this as a disciplinary issue and volunteers will be asked not to volunteer again.

Training and Development

20. Volunteers will have access to training or information to help them successfully carry out their volunteering role. Volunteers will be offered an appropriate induction, including information about the volunteering environment and any equipment they may be using in their role. If they choose to take on an additional or alternative role or activity as a volunteer, a contact will be happy to help widen or develop skills and knowledge accordingly.

Resolving Concerns

21. If volunteers have any problems or complaints about volunteering, they should talk to a Trustee immediately. The charity takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties.

There is a Boleh Trust complaints procedure for users, which the volunteers will be familiar with and able to direct a user to or use themselves.

Charity Regulations

22. The Trust is accountable to the Charity Commission and to the public who provide support. The Trust has a responsibility to check and audit their activities to maintain a reputation as a trustworthy charity that manages donations honestly and efficiently. If a volunteer finds that any volunteer is behaving in a way that is likely to bring the charity into disrepute or cause financial loss, they should let a Trustee know immediately. If, for any reason, a volunteer would rather not talk to a Trustee, they should contact the Charity Commission.

Complaints Handling Policy

23. The policy of the Trust is to try to resolve all complaints informally, although a formal procedure ([Boleh Trust Complaints Procedure](#)) is available for use at where appropriate.

Secretary to the Trustees

20th March 2026