

Volunteer Policy

Hanover Community Association (HCA) values its volunteers and makes every effort to make people feel part of the team. Each new volunteer is asked to fill out a short questionnaire and to sign an agreement with us if appropriate.

1. Definition

A volunteer is anyone who, without financial compensation, or expectation of it, performs duties at the direction of and on behalf of the Hanover Community Association. Volunteers are appointed to enhance the working capacity of the staff team and trustees. The volunteers covered by this policy are those who are:

- assistants at community events
- organisers of community events
- assistants in the office
- assistants with other HCA business
- advisers on particular issues
- representatives of the HCA, where they are not elected to a committee

Elected and co-opted members of the Management Committee (the trustees) and its subcommittees are not covered by this policy.

2. Eligibility

The use of volunteers enables Hanover Community Association to deliver its objectives and expand its work in a cost-effective manner and brings in new skills, enthusiasm and a fresh perspective. Volunteers are accepted from:

- members with an interest in becoming involved in some aspect of the HCA's work
- non-members who are interested in contributing to HCA's work

Non-members will be encouraged to join HCA if they are eligible to become members under the terms of the constitution.

3. Volunteer management and support

Volunteers will receive a clear explanation of what they are expected to do, how long it will take (length of task or commitment), their supervisor and place of work and hours of work.

All volunteers will be expected at all times to discharge their duties in accordance with the Hanover Community Association's policies and procedures. Volunteers will be directly accountable to a named staff member or trustee who will conduct appropriate reviews depending on the nature of the work

If authorised to make a public statement on behalf of Hanover Community Association, volunteers should consult with the appropriate staff member or trustee and obtain approval for the statement. Those volunteers acting in a representative capacity must make regular reports to the staff member or trustees.

While volunteers are not employed by Hanover Community Association and are not paid a salary, Hanover Community Association will treat volunteers as fairly and equally as it treats its paid

staff. Volunteers are covered by HCA's equality and diversity policy, health and safety policy and code of conduct.

All volunteers will receive an appropriate induction and an introduction to relevant employees, trustees and policies and procedures.

Volunteers are not expected to fund their volunteering out of their own pocket. Hanover Community Association aims to avoid the need for volunteers incurring any costs. Expenses incurred during their duties in accordance with the volunteer expenses policy will be met by HCA.

4. Review of policy

The Staffing Sub-Committee and the Management Committee will review this policy as appropriate.

5. Related Policies and Other Documents

Related policies and documents include:

- Volunteer Expenses Policy
- Volunteer Enrolment Form
- Volunteer Agreement
- Equality and Diversity Policy



Date adopted:	September 2004
Last reviewed:	August 2014