

VOLUNTEERING POLICY

PURPOSE

BU maintains an open and inclusive culture for Volunteers who wish to contribute their time and expertise to our work

The purpose of this policy is to:

- Clarify our approach to the involvement of volunteers in line with its overall approach to good governance.
- Provides guidance and direction to management and staff in working with volunteers.
- Become United does not aim to introduce volunteers to replace paid staff
- Become United recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

This policy is not intended to be a legally binding relationship or contractual agreement between the BU and any volunteers.

DEFINITION

Volunteers are defined as.

- An individual who is aged 18 years old or older, who commits time, energy, expertise, and skill for the benefit of others, through personal choice and without expectation of financial gain
- Has completed the BU Volunteer Application Form

ONGOING SUPPORT

Volunteer lead/ support:

Dewan Choudhury

info@becomeunited.org.uk

All volunteers will go through a supportive programme to imbed policies and procedures such as the child protection policy.

They will undertake a DBS, First Aid training and ensuring they have an up to date safeguarding course.

POLICY STATEMENTS

- A Volunteer is a highly valued member of the BU team. This is reflected in our recruitment and selection process, as well as induction, supervision, and on-going support that we provide throughout the time that Volunteers are with us. Whatever the reason for volunteering, we value the gift of a Volunteer's time and commitment.
- BU will Ensure that Volunteers are properly integrated into the organisational structure and that the mechanisms are in place for them to contribute to our work in a meaningful and satisfying way.

- We recognise that volunteers require personal development and will seek to help volunteers meet these needs.

RECRUITMENT AND REGISTRATION

- Advertising for Volunteers can take places via:
 - E-newsletters
 - Emails sent to affiliates and mailing lists
 - Website
 - Mosques/ community centre notice boards

All Volunteers are required to formally apply to be a volunteer by completing the **BU Volunteer Application Form**

As part of the application form process, prospective volunteers are required to make declarations regarding:

- Any physical or mental health problem, or disabling condition, which may be relevant to their volunteering activity
- Any criminal conviction, caution or bind-over
- The accuracy of information provided on the application form
- Confidentiality agreement regarding all information they may have access to during their volunteering (See **Data Security Policy** for further information)
- Agree to abide by the **Volunteering Agreement and Policy** at all times whether on or off volunteering duties

INDUCTION, TRAINING, AND SUPERVISION

BU is committed to offering all volunteers the opportunity to enhance their existing skills and to develop new ones that are related to their roles. As part of this, all Volunteers shall receive:

- An initial induction session should include background information about BU, meetings with relevant staff and other volunteers, and being assigned a supervisor (e.g. Event co-ordinator, Team lead) as their main point of contact.
- Appropriate support, direction, and supervision.
- A clear description of their tasks and areas of responsibilities that they are expected to fulfil.

This is done verbally on their first day and is dependent on the project they are allocated.

As part of the induction process, Volunteers will also be made aware of the Volunteer Agreement (Appendix 1)

VOLUNTEER RECORDS

Confidential records detailing names, addresses, and telephone numbers of Volunteers are maintained on a database and data security must comply with the Data Security policy and data protection legislation.

COMMUNICATION

Achieving good communication within the organisation and particular projects/activities is crucial. Volunteers are asked to make every effort to keep up to date with information and to attend relevant meetings. Volunteers with supervisory responsibilities will provide relevant and updated information to Volunteers regularly as well.

INSURANCE

All Volunteers are covered by our employer liability insurance

REIMBURSEMENT OF EXPENSES

We may reimburse all reasonable and authorised expenses of Volunteers upon request, by the relevant policy and approval of senior management. Volunteers will need to provide and submit expenses form with proof of activities and expect to be reimbursed within a week.

ABSENCE

Volunteers are asked to inform their supervisors as far in advance as possible if they will not be available to fulfil their duties due to illness, holidays, or for any other reason.

DRESS CODE

As ambassadors of BU, Volunteers are expected to present a positive image of the organisation, therefore dress code at official events and meetings should be appropriate at all times. This can be defined depending on each situation as we expect individuals to be smart in formal activities such as meetings but will have the flexibility in informal youth sessions. More details in BU's dress code policy.

HEALTH & SAFETY

Please refer to the Health, Safety, and Wellbeing Policy for further information.

SMOKING

BU Volunteers are expected to adhere to a strict no-smoking policy within its premises and off-site meeting venues.

EQUAL OPPORTUNITY AND DIVERSITY

BU is firmly committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our organisation more effective in meeting the needs of all our stakeholders. We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds, and needs are fostered and valued, and where those with diverse backgrounds and experiences can participate and contribute. We will regularly evaluate and monitor our progress towards diversity.

CONFIDENTIALITY

In the course of volunteering, Volunteers may have access to confidential data or information concerning BU activities. We expect Volunteers to not disclose this information to any person either during their volunteering or at any time afterward.

COMPLAINTS

If you have a concern or complaint about your volunteering role with Become United:

Stage 1

In the first instance you should raise it with the co-ordinator or manager of the service in which you volunteer. If the issue requires discussion, they will arrange a time with you when you can speak privately with them about your concern.

If you feel uncomfortable raising the issue with your service co-ordinator or then you should contact our Volunteer Co-ordinator to make an appointment to discuss your concern.

Stage 2

If, after following the route above, you feel your concerns have not been resolved or properly listened to you should contact the Services Manager, our senior manager with responsibility for volunteering, to arrange an appointment to discuss the issues in question.

Stage 3

If you are still not satisfied with the outcome, then you should put your concerns in writing to the trustees, the Chairman of Become United. The appeal will be investigated by Chairman and Trustees, or their nominees and their decision will be final.

Appendix 1

VOLUNTEER AGREEMENT

Volunteers are an important and valued part of the BU; we hope that you enjoy volunteering with us, and we hope you feel part of our team.

This Volunteer Agreement describes the arrangement between the BU and yourself. We wish to assure you of our appreciation for your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

We, the BU will:

1. Complete the Volunteer Application Form, Onboarding, and Vetting Process
2. Provide a full induction and any training necessary for the volunteer role
3. Offer you our regular support, supervision and any feedback we deem necessary
4. Cover any expenses incurred with travel to and from the BU
5. Respect your skills, dignity, your wishes and do our best to meet them
6. Provide insurance cover

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7. Implement good health and safety practice
8. Ensure you are treated under our Equal Opportunities Policy
9. Provide a safe workplace
10. Apply our complaints procedure If there is a problem

I, _____, as a volunteer will:

1. Follow policies and procedures relevant to myself and the role I will be undertaking, e.g., equal opportunities, health and safety, and confidentiality
2. Work to the best of my ability
3. Maintain confidentiality
4. Inform BU if I'm unable to do my voluntary work
5. Provide references if required

More details can be found in our policies.

Note: this agreement is in honour only. It is not intended to be a legally binding contract of employment and either BU or yourself can end the agreement at any time.

Signed (Volunteer)

Print Name

Date

Signed (Volunteer Supervisor)

Print Name Date

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|--------------------------|------------------------------|
| Policy Name and Number | Volunteering Policy |
| Effective From | 01/06/2026 |
| Version Number and Date | Version 5 & 2 June 2026 |
| Review date | 1 June 2027 |
| Designated Person | Dewan Choudhury (with DBS) |
| Second Designated Person | Mohammed Towhasir (with DBS) |

Revisions

| Version Number | Date | Changes | Author (Name and Job Title) |
|----------------|------------|---------------|------------------------------------|
| Version 1 | 01/06/2022 | First Written | Dewan Choudhury Project Manager |
| Version 2 | 01/06/2023 | Review | Dewan Choudhury Project Manager |
| Version 3 | 01/06/2024 | Review | Dewan Choudhury Project Manager |
| Version 4 | 01/06/2025 | Review | Dewan Choudhury Project Manager |
| Version 5 | 01/06/2026 | Review | Dewan Choudhury Project Manager |