

The James Foundation

Volunteer Management Policy

The James Foundation places great value upon the involvement of volunteers and their contribution to our work, including:

- Fundraising ;
- Organising and running events;
- Helping to deliver services to meet the needs of our beneficiaries;
- Providing administrative and/or organisational support;
- Developing new skills and perspectives.

Our volunteers make an essential contribution towards the charity aims and objectives, helping to deliver and further enhance the volume, range and quality of services provided by the charity by giving freely of their time, skills, knowledge and/or experience.

Policy Statement

The James Foundation is committed to safe and secure practice in the recruitment, support and management of volunteers. This policy covers all volunteers acting for or on behalf of Luna's Fund and is underpinned by the following principles:

- The James Foundation expects that Trustees and staff will work positively with volunteers and, where appropriate, will actively seek to involve them in the charity's work;
- The James Foundation recognises that volunteers require satisfying and rewarding activity and will help and support volunteers in making their contribution.

Recruitment and Selection

The James Foundation is committed to equality of opportunity and believes that volunteering should be open to all regardless of a person's age, disability, race or ethnicity, religion or belief, gender or gender identity, gender reassignment, sexual orientation, pregnancy or maternity, marriage or civil partnership, political beliefs.

If a volunteer has a characteristic, special need or disability that makes their involvement more challenging, then every effort will be made to involve them. An explanation will be given if that is not possible.

The acceptance of volunteer assistance for a particular role is made on merit, with the sole selection criterion being the individual's suitability to carry out agreed tasks.

Information about volunteers which is not relevant to the performance of the volunteering tasks concerned will be disregarded by the organisation in terms of recruitment and selection. Personal information recorded about volunteers is stored and maintained securely as outlined in The James Foundation's Privacy Statement.

Volunteers will be given an appropriate level of scrutiny for the volunteering task to be assigned to them. A clear description (verbally and in writing) of the volunteer's role will be given.

Support, Supervision and Recognition

The James Foundation values the contribution of our volunteers.

Although we are a small charity, we aim to ensure there are no barriers to involvement, so, in some specific circumstances, it may be possible for our Trustees to approve a contribution towards certain expenses incurred in the course of volunteering, such as travelling (at the mileage rate of 45p per mile) or reasonable subsistence. Each case will be judged on its merits, needs to be

approved in advance and must be supported by receipts and a signed declaration (so that we can provide transparency that the charity's funds have been properly appropriated).

The James Foundation's volunteers are covered by our Public and Employer's Liability Insurance, however, we do not insure the volunteer's personal possessions against loss or damage.

Confidentiality

The James Foundation places significant importance on the confidentiality and security of individuals' personal information and we will always aim to take appropriate precautions. Volunteers must ensure sensitive information arising from their voluntary role remains confidential; this includes the personal information of Trustees, beneficiaries, donors and fellow volunteers, as well as information relating to the overall business of the charity. Failure to maintain confidentiality is likely to result in the termination of a volunteer's relationship with The James Foundation.

Resolving Problems

The James Foundation aims to treat all volunteers fairly, objectively and consistently and seeks to ensure that volunteers' views are heard, noted and acted upon promptly. We will aim for a positive and amicable solution in accordance with the procedures in its Complaints Handling Policy. Volunteers are encouraged to raise any problems with the lead volunteer for the activity or, where assigned, with their designated Trustee, at the earliest opportunity, so that issues may be resolved promptly and informally.

Summary: Rights and Responsibilities

The James Foundation recognises the rights of volunteers to;

- Know what is and what is not expected from them;
- Have adequate support in their volunteering;
- Receive appreciation;
- Volunteer in a safe environment;
- Be insured;
- Know what to do if something goes wrong;
- Receive appropriate training;
- Be free from discrimination;
- Be offered the opportunity for personal development.

The James Foundation expects volunteers to:

- Be reliable and honest;
- Respect confidentiality;
- Respect the protected and characteristics of fellow volunteers, donors, Trustees and beneficiaries, as well as the members of the public that we come into contact within the course of the charity's work (these include age, disability, race or ethnicity, religion or belief, gender or gender identity, gender reassignment, sexual orientation, pregnancy or maternity, marriage or civil partnership, political beliefs);
- Make the most of training and support activities;
- Carry out activities and tasks in a way that reflects the aims and values of the organisation;
- Carry out activities and tasks within agreed guidelines and resource allocation;
- Respect the work the charity, our beneficiaries and not bring our good name into dispute;
- Comply with our policies.

This policy is to be read in conjunction with the following policies:

- Safeguarding policies;
- Privacy Notice of our Trustees, Staff, Volunteers and Contractors;
- Complaints Handling Policy.

Review - Reviewed 19/04/2026

