



Volunteer Policy

Introduction

The volunteer policy at the Lighthouse Attleborough warmly invites individuals from diverse backgrounds to join us in supporting our local community and villages. We are guided by Christian values like love, kindness, and service. While recognising that not all volunteers may share this faith, we encourage our volunteers to incorporate these principles into their experience, enriching both their own journey and the lives of our service users.

We intend to encourage, develop and support volunteer involvement, and in doing so, we recognise that the roles of volunteers will complement and not replace the functions of paid employees.

Policy

1. A volunteer is understood to do voluntary work on our behalf. It is undertaken by choice and is unpaid.
2. We believe that our relationship with volunteers is one of mutual responsibility and commitment, and our volunteers both have rights and responsibilities.
3. We are committed to ensuring equal access and treatment and will endeavour to identify the right people for the volunteer roles.
4. We seek to provide adequate and appropriate facilities, equipment, resources and training to enable volunteers to fulfil their roles.
5. A volunteer will have a designated supervisor who provides support and supervision, identifies training requirements etc.

6. Volunteers will be subject to all relevant Lighthouse Charity policies (available on the website <https://thelighthouseattleborough.co.uk/policies/>), especially those relating to their roles, e.g. Safeguarding, Health and Safety, Data Protection, Conflict of Interest etc.
7. If a volunteer produces any work that falls within the category of intellectual property, e.g. designing a leaflet or logo, we reserve the right to retain the ownership of such work and will pay the sum of a penny to the volunteer for the transfer of ownership if so requested.
8. Volunteers are covered by our public liability and personal accident insurance.
9. Volunteers using their cars in connection with their voluntary work must inform their insurance company to ensure adequate and continued coverage.
10. We reimburse volunteers' out-of-pocket expenses for travel and activity-associated costs. Claims should be submitted no later than 8 weeks after the expense was incurred and presented with an Expenses Claim Form accompanied by proof of expenditure.
11. The Trustees reserve the right to ask a volunteer to stop serving at any time.

MONITORING

This policy will be reviewed periodically. Monitoring will be undertaken through a review of the incidence book and ongoing discussions between staff/volunteer(s) and line managers.