



## **VOLUNTEERING POLICY**

### **Introduction**

The policy sets out SNAPS' approach to working with volunteers.

### **Vision**

Our vision is for SNAPS to be an inspirational place connecting families and children with a wide range of challenges and opportunities. We aim to promote health and well-being for all by providing opportunities for people to meet, learn, play, and build relationships. We are an inclusive organisation, involving the whole family, including siblings with no special needs. We are currently based at Penny Field School, Broomfield School and Co-op Brierley School and various other sites across Leeds for our Family Support Project. We provide support for children and their families from across the West Yorkshire region.

### **Aims**

- To provide leisure services for children with special needs, including hydrotherapy and rebound therapy sessions, along with swimming lessons for those able to participate, including siblings where appropriate, and a range of physical activities, arts and crafts, music and play
- To provide parents and carers with the opportunity to share information, ideas and experiences with other families of children with special needs
- To raise funds to help provide services and equipment for those children

### **Purpose of the Volunteer Policy**

The Volunteer Policy exists to demonstrate SNAPS' commitment and gratitude to volunteers and aims to ensure consistency and equal and fair opportunities are given. The Volunteer Policy will be given out to all volunteers at the time of their induction with SNAPS and will also be located on SNAPS' website for everybody to view (including employees who work with volunteers). It sets out a framework of procedures and best practice which we will endeavour to follow when recruiting and working with our volunteers.

### **Volunteer Definition**



A SNAPS' volunteer is someone who, unpaid and of their own free will, chooses to give their time, energy, skills, and expertise to support SNAPS in achieving its aims. The arrangement is voluntary on both sides. This is a relationship based on trust and does not have the obligations associated with employment. However, we do expect volunteers to abide by SNAPS' other policies to ensure their behaviour is always acceptable. At SNAPS we are always looking for new ways in which we can work to support families and young people. Volunteers will be a core part of both our short-term and long-term projects.

### **Volunteer Commitment**

Volunteers are not legally bound to SNAPS but many of the children we work with require stability and routine, therefore we do ask for a certain level of commitment to ensure our volunteer team doesn't change week by week.

### **Recruitment**

We use different methods at SNAPS to recruit volunteers from a wide range of backgrounds. Recruitment methods can include:

- Using social media
- Displaying posters in the appropriate places
- SNAPS' website
- Local advertising
- Information given to local universities, schools, colleges
- At events and talks

The relevant staff members will keep a list and update when and where we recruit volunteers from.

As we are a small charity we can only offer and support a small number of volunteers at any one period of time. Therefore, there may be times when we ask the potential volunteer if we can keep their details and come back to them when a place becomes available at SNAPS. Allocating volunteers is done fairly and is given on a first come first served basis depending on if the person is suitable for the volunteering role at SNAPS.

All volunteers must complete an application form and return it to the Volunteer Manager before their application to volunteer can be assessed. The Volunteer Manager will then contact them to discuss their application.

### **Role Descriptions**



SNAPS has a variety of volunteer roles including supporting service delivery, administration, fundraising and marketing. The specific role and its associated responsibilities and time commitment will vary dependant on the project and area of work. The specifics of each role will be made clear by the volunteer's line manager when a volunteer applies for a position. Roles are always adaptable for volunteers with different availabilities, needs and physical abilities.

### **Induction and Training**

Each volunteer will be managed by the SNAPS Volunteer Manager, who will support and guide them during their time volunteering with SNAPS. As part of an induction, volunteers will:

- Receive a copy of the Volunteer Policy
- Receive a copy of the Volunteer Handbook
- Know where to find SNAPS' policies should they need them
- Have an induction chat with the Volunteer Co-ordinator
- Complete a DBS check where necessary
- Have a clear understanding of who within SNAPS to approach with any problems during their time at the organisation.

As we are a small charity, we cannot give paid training to volunteers but will ensure if we do have the capacity for training that we offer fair and equal chances to all our volunteers at SNAPS.

### **Support and Supervision**

All volunteers will be supported and have supervision in place at SNAPS. The level of support and supervision will vary according to the individual volunteer and their role. The relevant staff member will also give support and offer supervision meetings at regular times throughout the period of volunteering at SNAPS. These meetings are not about criticism or fault finding - they will be an opportunity to give clear feedback, praise, reassurance and allow volunteers to let SNAPS know about any problems they are experiencing. At SNAPS we want to recognise everyone's commitment to SNAPS and having regular discussions helps us to achieve this.

### **Behaviour and Expectations**

- As we work with many vulnerable children a strong commitment to the agreed times is vital to ensure the same routine is provided for our families every week. This is also true of administration volunteer roles, as an agreed time commitment will allow employees to plan effectively



- We expect SNAPS' volunteers to always behave in a professional manner and abide by SNAPS' other policies to ensure their behaviour is acceptable
- No drugs or alcohol to be used while carrying out your volunteer role at SNAPS
- Use of language - we do not tolerate inappropriate language to be used at SNAPS
- Volunteers should report issues or concerns of safeguarding, please see the Safeguarding Policy.

### **Expenses**

Volunteer expenses are not covered under normal working circumstances, however in exceptional circumstances, volunteers may claim for certain expenses. These expenses must be agreed with their line manager before any cost is incurred. The volunteer must complete a SNAPS' expenses form and submit it with receipts for approval by their manager before being sent to the Finance Manager for payment. Expenses will be paid monthly.

### **Recognition and Reward**

We do not provide monetary incentives for volunteers at SNAPS. Our volunteers' time is valued, and we monitor how many hours an individual volunteers with us so that we can recognise this by providing rewards such as certificates throughout their time at SNAPS.

### **Leaving SNAPS**

When a volunteer wishes to leave SNAPS, we expect the individual to inform their line manager in advance of their expected finishing date.

### **Disclosure and Barring Service Checks (DBS checks)**

It is mandatory that all SNAPS' volunteers who have contact with children in our services have completed an enhanced Disclosure and Barring Service form (DBS).

SNAPS does not accept external DBS checks and all volunteers must complete a SNAPS DBS check (unless they are registered with the DBS online update service).

Please refer SNAPS' Disclosure and Barring Service Policy for full details.

### **DBS Online Update Service**



The DBS Update Service allows applicants to keep their DBS certificates up to date and allows employers and/or other organisations to check DBS certificates. Managers should inform volunteers about this opportunity, and where appropriate support volunteers to register with the DBS Online Update service, when they are given a unique ID number. This service is free for volunteers.

### **Criminal Record & Volunteering**

This information is monitored by the Chief Executive. If the DBS check returns information on an individual record, this is assessed on an individual basis in line with the safeguarding policy and in line with government requirements for spent/unspent conviction.

### **Under 16 Years of Age**

Children under the age of 16 cannot have a DBS check carried out. They may still be able to carry out some volunteering roles for example through the Duke of Edinburgh scheme. These opportunities would be risk assessed on a case-by-case basis and (as with all SNAPS' volunteer roles) they would never be left alone with a SNAPS' service user.

### **Health and Safety**

SNAPS is a charity managed by a staff team which is supported by a Board of Trustees and runs to support children who have a range of additional needs, and their families. We regard the promotion of Health and Safety as being of the highest priority to meet our responsibilities under the Health and Safety at work Act and other relevant legislation. We work to ensure that employees, volunteers, families and visitors fully understand and accept the duties and responsibilities required of them.

- Health and Safety Policy –[SNAPS Reporting and Policies \(snapsyorkshire.org\)](https://snapsyorkshire.org)
- Volunteers' behaviour- we do not accept any reckless behaviour or misuse of equipment and therefore SNAPS will not be responsible for any injuries caused by the above.
- First Aid – We have two people on site who are first aid trained - please ask your line manager who these people are.

### **Insurance**

Volunteers will be under the insurance of SNAPS e.g. Public Liability. SNAPS' Insurance does not cover travel to site or events.



## **Safeguarding**

If you have any concerns regarding Safeguarding, please contact SNAPS' named Safeguarding Officer, all relevant information can be found in the Safeguarding Children Policy.

## **Feedback and Complaints**

At SNAPS we try our best to ensure volunteering with us is a positive and rewarding time, however sometimes volunteers may experience difficulties within their volunteer role and may want to give feedback or raise an issue. In the first instance the volunteer should speak with their line manager, who will then try to resolve the situation by speaking with the volunteer and any other parties involved. If the issue cannot be resolved by the line manager, it will then be taken to the Chief Executive. At SNAPS we welcome feedback, both positive experiences and constructive criticism. We ask all volunteers to fill out regular feedback forms but also encourage volunteers to speak to the Volunteer Manager / line manager with feedback.

## **Data Protection and Confidentiality**

SNAPS has a duty of care with regards to the Data Protection and Confidentiality of information stored in relation to Volunteers. SNAPS regards the lawful and correct treatment of personal data as an integral part of its function and vital for maintaining confidence between volunteers and ourselves.

Please see our Data Protection policy for further information and guidance.  
[SNAPS Reporting and Policies \(snapsyorkshire.org\)](https://snapsyorkshire.org)

## **Links to other policies**

All SNAPS Policies can be found on our website –[SNAPS Reporting and Policies \(snapsyorkshire.org\)](https://snapsyorkshire.org)

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