



BCC Volunteer Policy, June 2026

Purpose

This document provides a framework of good practice for those involved in the placement and use of volunteers. Boleskine Community Care (BCC) recognises the importance of volunteers and hopes to provide positive and worthwhile volunteer participation that will be of benefit to both the volunteer, and the community. BCC will positively promote the work of volunteers both internally and externally.

The activities undertaken by volunteers enhance the service provided by BCC.

Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – i.e. what BCC expects of volunteers and what volunteers expect of BCC.

Definitions

- **Traditional volunteer** - An individual person or group of people who give their time and skills to carry out a task without remuneration. BCC shows its appreciation by paying agreed expenses, offering training opportunities where appropriate, and organising social 'thank you' events.
- **Student placement** - A student placement occurs when an individual gives their time as part of a course of study they are undertaking. This type of volunteer placement requires close supervision as the person would be working to meet specific criteria for course purposes.
- **Work experience placement** - A work experience placement is the situation when an individual, not currently in paid work, is given the opportunity to learn some of the skills and values required in employment through participation in the activities of BCC.

Roles and responsibilities

It is the role of the Community Engagement Co-ordinator to oversee voluntary input of individuals, groups or organisations.

Recruiting volunteers

- a) Volunteers will be given a suitable induction to the background and goals of BCC and, as relevant, all information relating to their proposed activity, their responsibilities and support mechanisms before taking on any role on behalf of BCC.
- b) Confidential information about a volunteer will be stored in line with BCC's GDPR policy. A list of all volunteers taking part in BCC funded projects will be kept by the Community Engagement Co-ordinator.
- c) The selection of volunteers must be careful and consistent as commensurate to the proposed role.
- d) Any training required will be provided.
- e) Volunteers will be reimbursed for expenses incurred in accordance with the BCC expenses policy
- f) To establish good working relationships staff and volunteers must have a clear understanding of, and a mutual respect for, each other's role. Job descriptions for general and specific skill volunteers will be made available.

A more formal recruitment and selection process may apply to any volunteer who will have a significant responsibility for cash, fixed assets or staff.

An example for the process for recruitment for such volunteers is:

- a) The initial enquiry to or by the individual willing to be a volunteer
- b) The individual may be asked to fill in an Application form
- c) Two references are to be provided by the individual (if deemed appropriate)
- d) The nominated Trustee will oversee and interview the prospective volunteer either directly or by another Trustee or member of staff.
- e) Volunteers with BCC are likely to meet vulnerable people and be in a position of trust. Should a PVG check be required this is to be done by BCC with the proposed volunteers agreement.
- f) Every volunteer will be made aware of how to access BCC policies and procedures.
- g) The volunteers will be made aware of the travel and out of pocket expenses process.

Support and supervision

- a) The Community Engagement Co-ordinator and all BCC staff will provide support for volunteers.
- b) All volunteers will be aware of and agree to regular support and supervisory sessions.
- c) The Community Engagement Co-ordinator will monitor the placement periodically either directly with the volunteer or with the appropriate staff member.

Training

Identified training relevant to the activity will be provided to ensure the volunteer is competent to carry it out and feels confident to do so.

Insurance

Volunteers will be covered by BCC's third party insurance while carrying out agreed duties.

Confidentiality

BCC will advise the volunteer on its confidentiality policy and procedures.

Equality & Diversity and Behaviours

Volunteers and staff will work in accordance with the BCC Equality and Diversity policy and BCC's Code of Conduct.

Grievances

Volunteers are encouraged to discuss any concerns they have with the Community Engagement Co-ordinator at any time. Please see BCC's Complaints Policy for further details.

Health and Safety

BCC has the same responsibility for volunteers' safety as that of paid employees. Volunteers must exercise the same duty of care to themselves and others as paid staff. BCC has a duty to ensure, so far as is reasonably practicable, that volunteers are not exposed to risks to their health and safety. All volunteers must adhere to the Health and Safety guidelines in the BCC Health and Safety Policy. Volunteers must exercise care when carrying out tasks and not put themselves or others at risk.

For activities taking place in the Hub, it is the responsibility of the Community Engagement Co-ordinator to ensure volunteers are informed of the following health & safety requirements:

- The fire evacuation policy for the relevant venue.
- Volunteers will be instructed and supervised, if and as appropriate, in the use of equipment used within their role including that related to personal protection.
- What to do in the event of an untoward occurrence and who is responsible for providing help.

Leaving

Based on their voluntary work, volunteers will have the right to request an appropriate reference from BCC which reflects their delivery for BCC.

Version control

Version number	Prepared by	Date approved by Trustees
1.0	Rachel Burn	15th September 2026