



## **VOLUNTEERING POLICY**

### **Introduction**

This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to staff, volunteers and trustees within the organisation. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

### **Commitment**

- Play Wales recognises volunteers as an integral part of the organisation. Play Wales acknowledges that volunteers can contribute in many ways, that their contribution is unique, and that it can benefit users of services, staff, the play and playwork sector and the volunteers themselves.
- Play Wales values the contribution made by volunteers and is committed to working in ways that are encouraging, supportive and which develop volunteering.
- Play Wales will take appropriate steps to ensure that paid staff are clear about the role of volunteers. Volunteers will not be used to replace paid staff.

### **What is a volunteer?**

Volunteers are individuals who undertake activity on behalf of Play Wales, unpaid and of their own free choice.

The [Welsh Government Volunteering Policy \(2015\)](#) defines volunteering as activity which is:

- undertaken freely, by choice
- undertaken to be of public/community benefit
- not undertaken for financial gain.

Volunteers may be involved on a one – off, short term or on a longer term, regular basis. They may be involved:

- in the direct delivery of Play Wales' services
- on Play Wales' board of management as trustees
- in community engagement to raise awareness of Play Wales' work
- in one off events and promotional activities

- in Play Wales' offices or in community venues.

Volunteers are valued for:

- bringing additional and diverse and new skills and perspectives to the Play Wales
- enabling us to be more responsive and flexible in Play Wales' approach
- championing Play Wales' cause within the wider community
- enhancing the quality of Play Wales' work.

### **Statement of values and principles**

Play Wales:

- recognises the important role played by volunteers in the work of Play Wales, and values the contribution they make
- appreciates that volunteering is enjoyable and can change and enrich the life of individuals
- acknowledges the unique contribution made by volunteers to the lives of service users, society, paid staff and to the volunteers themselves
- attempts to use volunteer's skills, knowledge and experience in a way that will meet the needs of the volunteer and Play Wales
- distinguishes volunteering from employment and puts its flexibility and informality to best effect to complement the work of paid staff.

### **Responsibilities**

- All volunteers will have a designated member of staff to offer guidance and advice to help the volunteer carry out their tasks effectively. Volunteers will be informed of who to contact for regular support and supervision.
- The volunteer's designated person and/or the Operations Manager will be available on a day-to-day basis to help on any issue related to the voluntary work.

### **Recruitment and selection**

- Play Wales is committed to equal opportunities and believes that volunteering should be open to all regardless of for example: age, gender, ethnicity, ability, religion, and political beliefs, amongst others.
- Play Wales will implement a fair and open system in the recruitment and selection of volunteers and will treat all information collected in the process confidentially.
- Volunteering opportunities will be advertised widely in appropriate places that are accessible to all potential volunteers.
- Volunteers will be selected on their suitability for the specific volunteering task, matching their skills, talents and interests with Play Wales' needs.

- When potential volunteers approach Play Wales seeking a volunteering opportunity, a CV will be requested. If a suitable role is identified, a designated member of the team will initiate the appointment process set out below.
- All volunteers will be asked to provide two references, and if they are likely to have direct contact with children or vulnerable adults as part of their role, they will be required to undertake a basic Disclosure Barring Service (DBS) check.
- They will also be invited to attend an informal interview.
- Volunteers will have a task description. These are prepared in conjunction with the person responsible for line managing the volunteer and the Operations Manager.
- Upon appointment into a volunteer role, a signed Volunteer Agreement between Play Wales and the volunteer that sets out roles and responsibilities will be developed/provided.
- Volunteers who are considered unsuitable for a particular task will either be offered alternative voluntary work within Play Wales or referred to their nearest volunteer centre.

### **Training and personal development**

- All new volunteers will be welcomed to Play Wales and should have an induction using the Play Wales induction process checklist.
- Play Wales will be responsible for ensuring the volunteer is properly prepared for the work and that arrangements for support and training are in place appropriate to the specific tasks to be undertaken.
- Training on 'managing volunteers' will be made available to those who are responsible for the work of volunteers.

### **Support and supervision**

- Volunteers will have access to regular support and supervision. This will enable both the volunteer and supervisor to identify, monitor and evaluate the work, recognise achievements, and identify individual training needs.
- Volunteers may also be invited to attend team meetings where their views and opinions can be expressed.

### **Expenses**

Volunteers will be given clear information about what expenses can be claimed and how to make a claim.

### **Settling differences**

Play Wales aims to treat all volunteers fairly. The member of staff who manages a volunteer is responsible for dealing with problems as they arise. The Operations Manager is responsible for handling difficulties relating to the volunteer's conduct or complaints. Volunteers will be made aware of the organisation's Complaints Policy.

## **Volunteers' rights and responsibilities**

Volunteers can expect to:

- know what is expected of them
- have clearly specified lines of support and supervision
- be shown appreciation
- volunteer in a safe environment
- be insured
- receive agreed out of pocket expenses (no volunteer should be out of pocket as a consequence of volunteering for Play Wales)
- be appropriately trained
- be free from discrimination
- be provided with opportunities for personal development.

Play Wales expects volunteers to:

- be reliable and honest
- respect confidentiality
- make the most of training and support opportunities
- uphold the organisation's values and comply with organisational policies:
  - Health and Safety policy
  - Equality and Diversity policy
  - Data Protection policy
- carry out tasks with agreed guidelines and in a way that reflects the aims of the organisation.

All volunteers will be asked to read Play Wales' Data Protection policy and sign to say that they have done so, and understood its contents.

### **Policy version**

This policy was reviewed in March 2025