



Volunteer Policy

Reviewed: February 2025

Purpose

The purpose of this volunteer policy is to establish guidelines and expectations for the recruitment, management, and support of volunteers at Phab Ltd.

We recognise the significant and valuable role that volunteers play in supporting us to achieve our aims.

This policy reflects our commitment to ensuring volunteers are integrated into the heart of Phab, that volunteering with us is a constructive and rewarding experience and that all volunteers are treated in an equal, fair and just manner.

This policy sets out to provide guidance to staff and volunteers and outline procedures and support mechanisms available to volunteers. It defines the term “volunteer” and provides a framework of best practice which we will endeavour to follow when appointing, managing and supporting our volunteers.

Volunteer Definition

Volunteers are individuals or groups who offer their time, experience, knowledge and skills without financial gain beyond reimbursement of expenses; helping us to achieve our aims. There is no contract of employment between Phab Ltd and its volunteers and volunteers are not considered employees of Phab Ltd.

Volunteering roles are offered throughout Phab including, but not restricted to; Phab Residential Adventures, Adventure Days, Challenge Events, Exhibitions, Administrative Roles, Fundraising and Promotional, Regional and National Events.

Recruitment

Volunteers will be recruited through a transparent and inclusive process. Opportunities will be advertised and communicated through various channels.

Phab recruitment and selection of volunteers is designed to ensure that we recruit volunteers who are suitable for the role they would like to do:

1. Phab will provide volunteer role descriptions which outline duties and responsibilities.
2. Prior to appointment, volunteers are invited to engage in a two-way discussion of the proposed role including its requirements and expectations with a view to assessing mutual suitability.
3. Commencement of the volunteering opportunity is subject to a relevant DBS check and reference clearance.
4. Volunteers may be subject to a probationary or trial period of 1 – 2 months depending on the role.

Equal Opportunity

Phab Ltd is committed to promoting equal opportunities. Volunteering opportunities at Phab Ltd are open to all regardless of age, race, disability, ethnic origin, gender, marital status, nationality, national origin, race, religion, sexual orientation, pregnancy or maternity.

Phab Ltd recognises the positive benefits a diverse volunteer pool can bring to the organisation and is committed to ensuring our recruitment and selection procedure reflects this.

Disabled Volunteers: Phab promotes diversity in all areas of volunteering and as a disability inclusive organisation we encourage disabled people, in particular, to volunteer with us.

All the venues/spaces that we use are fully accessible and we may be able to provide extra support when required for expenses (please liaise with the relevant Phab Staff member about this prior to volunteering – see below for clarification on who to contact).

We would ask where possible, for volunteers to bring their own Personal Assistants if required.

Volunteer Support

Phab Ltd recognises that volunteers require satisfying work and personal development opportunities and will seek to help volunteers meet these needs.

Volunteers will be assigned a supervisor or point of contact who will provide guidance and support during their service. Periodic check-ins will be conducted to assess progress, address concerns, and provide opportunities for feedback.

Volunteers will be matched with roles that align with their skills, interests and availability.

Volunteer Training/Induction: All volunteers will receive an induction that provides information on Phab Ltd policies, procedures and mission. Volunteers will receive training relevant to their specific roles.

If attending a Phab Adventure, volunteers are required to attend a team building and induction event.

Commitment of the Volunteer: Phab expects volunteers to behave in a manner which reflects positively on the organisation and to promote the key organisational messages where possible. Phab expects volunteers to execute agreed duties, unless otherwise informed, and requests that volunteers carry out in the name of the charity only those tasks approved by supervising staff.

Phab expects volunteers to be supportive of staff, other volunteers and of the Phab's ethos and aims.

Volunteers have the right to refuse any request made of them and are not bound by contract but are obliged to volunteer in line with Phab Policies and Procedures.

Code of Conduct: Phab Ltd Staff and Volunteers are expected to adhere to the Phab Code of Conduct, which includes treating all individuals with respect, maintaining confidentiality and upholding the charity's values.

Volunteers should report any concerns including safety issues or instances of discrimination, to their supervisor, Adventure Leader or the volunteer coordinator.

Volunteer Recognition: Phab Ltd will recognise and appreciate the efforts of its volunteers through various means, such as certificates, appreciation events, written references (where appropriate), opportunities to feedback, and volunteer of the year awards.

Termination of Volunteer Service

Phab Ltd reserves the right to terminate a volunteer's service for reasons such as misconduct, non-compliance with policies or unsuitability for the role.

Volunteers have the right to terminate their service with proper notice. We would politely request that if you have committed to attending a Phab Adventure and can no longer attend, that you give at least four weeks' notice if possible.

Confidentiality

Volunteers will be expected to maintain the confidentiality of sensitive information related to the charity and its beneficiaries.

Volunteer Expenses

It is Phab Ltd policy that volunteers should not be out of pocket for their contributions, therefore we are happy to reimburse reasonable receipted travel and subsistence costs.

Minimising costs maximises income to Phab Ltd therefore, we ask volunteers to keep expenses to a reasonable and necessary level and volunteers will be reimbursed for all necessary travel expenses – assuming they have chosen the most cost-effective option.

The use of a taxi is only approved when necessary and in advance by the relevant Phab staff member.

If you so wish, expenses can be donated back to the charity, the tax on which can then be reclaimed by Phab Ltd through Gift Aid. Please contact sue.karney@phab.org.uk (Finance and Administration Manager)

Procedure for Claiming Expenses

All claims must be made using the Volunteer Expenses Claim Form – only fully completed forms with receipts attached will be accepted. It is requested that you claim your expenses as soon as possible once you have incurred the costs. The form must be authorised by the National Projects Manager and then sent to

Sue Karney, Finance and Administration Manager sue.karney@phab.org.uk. Payment of authorised expenses is made by BACS transfer directly into the volunteer's bank account (N.B. full bank, or building society, account details must be completed on the Volunteer Expenses Claim Form for this to be processed).

Health and Safety

All volunteers volunteering on the premises where a Phab Ltd event is being held, are to be given a Health and Safety induction. All volunteers while representing Phab Ltd are covered by Phab Ltd Public Liability Insurance. We will ensure that any events which volunteers are asked to attend on behalf of Phab are safe and accessible.

This is achieved through the prior completion of risk assessments at Phab Ltd organised events and in some cases written confirmation of appropriate insurance cover at third party organised events.

We ask that all volunteers organising an event for the general public address Health and Safety issues as a matter of course.