



Volunteer Policy

Policy Created: April 2012

Date of last review: May 2026

Date of next review: May 2028 or sooner

Policy will be reviewed bi-annually or sooner as required

Background

Scarf's volunteers include any participant who supports Scarf's services in an unpaid capacity.

Volunteers are extremely valuable to the work we do and are involved with Scarf in a number of ways. Our Committee Members and Trustees are all volunteers, mostly parents/carers of Scarf users, but also we have co-opted members. Volunteers also support children/young people at our term-time clubs (Youth Club, Drama Club and Multi Sports Club) and support families at our holiday activities.

Purpose

- To provide guidance and a point of reference for the recruitment, selection, management, support and training of all volunteers at Scarf.
- To comply with regulation and legislation and ensure Scarf volunteers are equipped to follow Scarf's policies and best practice.
- To ensure that volunteers at Scarf are used both effectively and safely.

Recruitment

Before recruiting a volunteer, Scarf will establish the need and develop a description of the role that the volunteer will deliver.

When needing to fill a voluntary role, we will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities Policy. Those applying for a volunteer role within our service provision will have to complete an application form (help can be given with this if necessary) – see appendix for Volunteer Application Form. Applicants will have an informal meeting with a member of the Scarf team to discuss the role they are interested in and their suitability. If the volunteer is suitable for the role identified, they will be asked to volunteer for a 6 week trial period.

Before commencing their voluntary role, two references will be taken up – see appendix for reference form template.

A criminal records check with the DBS will be made for every volunteer – no volunteer will be left alone with a service user until the DBS check has been completed and viewed by the Program Coordinator/Fundraising & Monitoring Coordinator, a Committee Member or the Club Supervisor. Volunteers who will be working directly with service users are subject to enhanced DBS and barring list checks. Committee members will be subject to a standard DBS check. All DBS checks will be repeated every 3 years.

Induction and Training

When commencing their role, the volunteer will have an informal induction meeting with the Scarf Team Leader they will be working with (eg. Youth Club or Multi Sports Supervisor). This will cover their role as a volunteer and give them an opportunity to ask any questions or discuss any concerns.

Volunteers will be directed to and asked to read all the relevant policies including the Volunteer policy, Safeguarding Children, Young People and Adults Policy, Health and Safety Policy, Equal Opportunities Policy, Social Media Policy and Photography and Filming Policy. These policies are available to view on Scarf's website: <https://scarfnewforest.org/policies-and-forms/>.

There will be a trial period of 6 weeks to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Volunteers will be required to complete basic on-line Safeguarding Training and Health and Safety Training during their induction period.

Management and Support

The Scarf Committee will support all volunteers and will provide opportunities for the volunteers to discuss any problems or issues that may arise.

An identified person will be nominated to manage the volunteer and oversee their role. For volunteers at a Scarf club, this will be the Team Leader of the particular club (or Parent-Rep if there is no team leader, eg. Drama Club). However the Scarf Committee, Programme Coordinator, Fundraising and Monitoring Coordinator, Support Workers and other volunteers will also offer support to the volunteer.

The volunteer will attend, together with other support workers, the briefing session at the beginning and a de-briefing at the end of each session. Periodic communication updates will be held between the volunteer and their manager.

Scarf's Risk Assessments will identify any hazards or threats the volunteer may be exposed to, assess the risk these hazards will occur, taking into consideration the lack of experience of the volunteer.

Confidentiality

This organisation's process requires an explicit confidentiality policy, which all workers, including Scarf's Committee, volunteers and staff, are obliged to observe. This will be discussed with new volunteers during the recruitment and induction process.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed, including expenses for travel and parking. In order to claim expenses, an expenses form must be completed and given to the Scarf Programme Coordinator or Scarf Treasurer.

Insurance

The organisation has a valid insurance policy – volunteers should contact Scarf if they would like to see a copy.

Resolving Problems

The relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the parents and children/young people who are members of Scarf, and it is also important that volunteers should enjoy making their contribution to this service.

Voluntary placements can be discontinued immediately if there are concerns regarding the risk of harm to others caused by a volunteer and safeguarding procedures must be followed.

If a volunteer's role does not meet with the organisation's standards, this will be dealt with in the following way:

1. Initially the Scarf Team Leader of the relevant club will arrange a meeting with the volunteer to explain the concerns.
2. If this does not resolve the concern then a meeting with the Chair or Vice Chair of the Scarf committee will be convened.
3. If the volunteer's work still does not meet with Scarf's standards then we shall have to stop using their services.

At all times the volunteer will be able to freely state their case and can have a friend to accompany them.

If a volunteer is dissatisfied with Scarf or has concerns related to any aspect of their work they should:

1. In the first instance, refer to Scarf policies. They should then follow the appropriate procedure outlined in the relevant policy.

2. If their concerns are not an issue covered by Scarf policies they should explain their dissatisfaction/concerns with the team leader of the service where they volunteer.
3. If that does not resolve the concern then a meeting with the Chair or Vice Chair will be convened
4. If after this, their dissatisfaction remains unresolved, and we are unable to resolve their grievance, then it would be inappropriate for them to continue to be a volunteer.

At all times a volunteer will be freely able to state their case and can have a friend to accompany them.

This Volunteer policy is freely accessible to all. It will be reviewed bi-annually to adapt or improve it.



Scarf Volunteer Application Form

Personal Information	
Full Name:	
Address:	
Post Code:	
Home phone number:	Mobile phone number:
Email address:	
Date of Birth (Scarf volunteers must be over 16 years of age):	
Do you have any medical condition that it would be helpful for Scarf to know about, including any allergies or emergency medication taken?	
Further Information	
Please tell us your reasons for wanting to volunteer with Scarf, including any skills/experience you can bring to the role (eg. previous experience of supporting children/young people with special needs).	
When are you available to volunteer?	
How did you hear about Scarf?	

References		
Please supply references from two people that have known you for at least a year, preferable one who knows you either in a paid or unpaid work capacity, and one who can provide a character reference, eg. a family friend.		
	Person 1	Person 2
Name		
Relationship to you		
Job Title (if relevant)		
Address		
Post Code		
Email Address		
Tel. No.		
Mob. No.		
Emergency Contact Information		
Name of emergency contact:		
Address:		
Post Code:		
Home phone number:		Mobile phone number:
Relationship:		
Signatures		
Signed:		Date:
Signature of Parent or Guardian (if you are under 18):		

This information will be kept securely and only shared with Scarf employees or committee members working with you.



Scarf Confidential Reference Form

The following person (**please insert name here**): NAME

has expressed an interest in working/volunteering for Scarf as a support worker for children with special needs at Scarf activities. If you are happy to complete this reference, any information will be treated with due confidentiality and in accordance with relevant legislation and guidance. Information will only be shared with the person conducting the assessment of the candidate’s suitability for the post, if he/she is offered the position in question. We would appreciate you being extremely candid, open and honest in your evaluation of this person.

How long have you known the applicant and in what capacity?

Confirmation of employment and dates (if relevant):

What attributes does this person have that would make them suited to this work?

Please rate this person on the following – please tick one box for each statement:

	Excellent	V Good	Good	Average	Poor
Attendance & timekeeping					
Self-motivation					
Can motivate others					
Team Work					
Independent working					
Reliability					

Are there any areas they need more help or support with?

Do you have any reservations about the candidate's suitability to work with children?
Please provide details of any substantial concerns of a child protection nature:

Would you employ this person in this role?

Please sign and print your name below:

Signed:

Date:

Print Name:

Organisation (if applicable):

Position (if applicable):