



VOLUNTEER POLICY

1. Purpose

Bexley Moorings Project values the vital role that volunteers play in supporting children and young people through befriending, administrative support, social skills activities and social media assistance. This policy sets out how volunteers are recruited, involved, supported and managed to ensure volunteering is safe, rewarding, inclusive and aligned with best practice.

Our volunteering principles are:

- Respect, dignity and inclusion
- Safeguarding and the welfare of children and vulnerable adults
- Transparency, fairness and accountability
- Commitment to volunteer support and development

2. Scope

This policy applies to all volunteers working with or on behalf of Bexley Moorings Project, including those involved in:

- Befriending and one-to-one support
- Administrative and office support
- Supporting social skills activities and group work
- Supporting approved social media and communications activities
- Volunteer Roles
- Each volunteer role will have a clear role description outlining:

3. Purpose of the Role

- Expected responsibilities and boundaries
- Skills or experience required (where applicable)
- Time commitment and supervision arrangements
- Volunteers must act within the scope of their agreed role at all times and follow organisational policies and procedures.

4. Recruitment and Selection

Volunteers will be recruited in line with safer recruitment principles. This may include:

- Completion of an application form
- Informal interview or meeting to assess suitability
- References where appropriate
- DBS checks where required for the role
- Social Care check

Bexley Moorings Project reserves the right to decide not to progress an application where it is not in the best interests of the organisation or service users. In some cases, a short taster or introductory period may be offered before a placement is confirmed.

5. Induction and Training

All volunteers will receive an induction appropriate to their role, which will cover:

- The mission, values and work of Bexley Moorings Project
- Safeguarding and professional boundaries
- Confidentiality and data protection
- Health and safety arrangements
- Role expectations and supervision

An induction checklist will be used to ensure all key topics are covered. Volunteers will also receive role-specific training where needed and may access ongoing learning opportunities.

6. Support and Supervision

Each volunteer will have a named supervisor who will provide guidance, support and regular check-ins. Volunteers are encouraged to share feedback, raise concerns and discuss development needs during these sessions. Group meetings or additional support may be offered where appropriate.

7. Safeguarding and Professional Boundaries

Safeguarding the welfare of children and vulnerable adults is paramount. Volunteers must comply fully with the organisation's Safeguarding Policy and report any safeguarding concerns immediately to the Designated Safeguarding Lead.

Professional boundaries must be maintained at all times. Volunteers must not:

- Act outside their agreed role
- Provide personal, financial or unsupervised emotional support
- Exchange personal contact details without authorization

8. Health, Safety and Wellbeing

Volunteers are expected to take reasonable care of their own health and safety and that of others while volunteering. Risk assessments will be carried out for volunteer activities, and relevant safety procedures and emergency arrangements will be explained during induction.

Bexley Moorings Project is committed to supporting volunteer wellbeing, including mental health, and encourages volunteers to raise any concerns at an early stage.

9. Expenses

Volunteers may claim reimbursement for agreed out-of-pocket expenses, such as travel costs, in line with the organisation's Expenses Policy. Claims must be supported by receipts and will be explained during induction.

10. Equality, Diversity and Inclusion

Bexley Moorings Project is committed to equality, diversity and inclusion. Volunteers are expected to uphold these values in their conduct and interactions with staff, service users and other volunteers.

11. Confidentiality and Data Protection

Volunteers must maintain confidentiality at all times and handle information in line with data protection and GDPR requirements. Personal or sensitive information about service users, staff or volunteers must not be shared without authorisation. Breaches of confidentiality may result in the volunteer role being ended.

12. Social Media

Volunteers supporting social media or communications activities must comply with the organisation's Social Media Policy and only post content that has been approved. Volunteers must not express personal views on behalf of the organisation or engage with service users online without permission.

13. Dealing with Problems and Complaints

Any concerns, difficulties or complaints raised by or about a volunteer should be raised promptly with the volunteer's supervisor, line manager or the Chief Executive Officer. We will aim to resolve issues informally where possible, with formal procedures used where necessary.

14. Ending a Volunteer Role

Volunteering with Bexley Moorings Project is voluntary and does not create an employment relationship. Volunteers may end their role at any time. The organisation may also end a volunteer role where appropriate, including where policies are breached or the role is no longer required.

15. Review of Policy

This policy will be reviewed annually to ensure it remains effective, relevant and reflective of best practice.