** FGNS Volunteer Management Policy**

We can achieve our vision of creating a community where neighbours look out and care for each other only with the support from local volunteers.

We cherish the fact that many of our beneficiaries are also our volunteers.

Our Trustees may decide to, if they wish so, to also volunteer with the charity but should remain mindful of the FGNS Conflict of Interest Policy.

**Volunteer Recruitment**

We advertise all our volunteering roles on our website.

We actively strive that our volunteering roles do nor replace or substitute paid for positions inside and outside of FGNS but that they act as an enhancement of those.

We ask all volunteers to apply in writing using our application form. Once we receive this, we conduct an interview and obtain two written references which should come from non-family members e.g. employers or teachers. We also obtain an enhanced DBS check for roles requiring it, i.e.:

* Conveying vulnerable adults to healthcare
* Assisting vulnerable adults with cash
* Supervisors of those in roles requiring a DBS Check (i.e. trustees)

Transport volunteers are also required to provide:

* Valid driving licence;
* Valid car insurance.

They are further advised to inform their car insurers that they will be transporting our beneficiaries in a voluntary capacity.

Final decision on whether to accept someone as a volunteer lies with the director.

**Volunteer Training**

We organise a six-monthly induction (usually on a Saturday) and encourage all volunteers to take part. In addition, a range of written supporting materials such as: Volunteer Handbook are available in the office and online.

**Volunteer Support**

We aim to always successfully match volunteers with tasks and beneficiaries.

We ask volunteers to be open and pro-active in sharing any questions and concerns with us by telephone, email or in person.

Volunteers receive access to their HUB accounts.

FGNS Staff and Volunteers Wellbeing Policy applies.

We encourage all volunteers to meet fellow volunteers and take part in our annual events: Parsons Green Fair (July), Annual General Meeting (November) and Christmas Social (December).

**Volunteer Expenses**

Rules in the Volunteer Handbook apply.

**Volunteer Complaints**

FGNS Complaints Procedure applies.

**Volunteer Personal Data**

FGNS GDPR Data Protection Policy and FGNS GDPR Volunteer Privacy Notice apply.

**Other**

The Director can suspend a volunteer in their role e.g. due to an ongoing police investigation.

Volunteers are covered by our Employer Liability Insurance.

Whenever possible we aim to highlight individual volunteer’s achievements by nominating volunteers for external awards.