



# Onboarding and Offboarding Volunteers

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# 1. Definition of a volunteer

The Compact Code of Good Practice on Volunteering defines volunteering as “...an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives”.

# 2. Who Is The Policy Applicable To?

This policy applies to all volunteers directly participating in the delivery of Sarah's Star services. It does not cover volunteers placed with external providers through Sarah's Star.

The objectives of this policy are to:

- Show Sarah's Star's commitment to engaging volunteers.
- Ensure fairness and consistency in volunteer involvement.
- Inform volunteers of their rights.
- Clarify the role of volunteers for Sarah's Star staff.

# 3. Volunteer Mission Statement

Sarah's Star actively promotes and encourages volunteer participation across various aspects of its work. By shining through challenging times, Sarah's Star acknowledges the distinct yet equally important contributions that volunteers make in supporting and enhancing the efforts of paid staff.

# 4. What Can Volunteers Expect From Sarah’s Star

**Welcome and Induction** - Volunteers at Sarah's Star can expect to:

- Receive an induction.
- Be offered a trial period.
- Be warmly welcomed by all Sarah's Star staff and volunteers.

**Supervision and Care** - Volunteers at Sarah's Star can expect to:

- Have a designated coordinator.
- Be safeguarded against exploitation.
- Be covered under Sarah's Star insurance policies.
- Be protected by Sarah's Star Health & Safety Policy.
- Have access to training relevant to their role.

- Be treated with respect by staff, volunteers, and service users.
- Have the right to raise complaints.

**Clear, Meaningful Roles** - Volunteers at Sarah's Star can expect to:

- Have a clearly defined role that supports Sarah's Star's work without replacing paid positions.
- Decline tasks they feel uncomfortable with.
- Negotiate their role to meet both their needs and those of Sarah's Star.
- Participate in giving and receiving feedback about their volunteer experience.

**Access to Information** - Volunteers at Sarah's Star can expect to:

- Access all of Sarah's Star's policies and procedures.
- Receive clear information about their expected tasks.
- Be invited to attend Sarah's Star staff meetings and individual team meetings.

**Out-of-Pocket Expenses** - Volunteers at Sarah's Star can expect to:

- Be reimbursed for reasonable out-of-pocket expenses with prior approval from their coordinator.

## 5. What Sarah's Star Expects from its Volunteers

**Be Reliable** - Sarah's Star expects volunteers to:

- Arrive at the agreed times and days, or inform their coordinator if they are unavailable or unable to attend due to illness or injury.

**Commit to Sarah's Star Values and Policies** - Sarah's Star expects volunteers to:

- Follow Sarah's Star's policies and procedures.
- Sign a confidentiality agreement.

**Be Realistic** - Sarah's Star expects volunteers to:

- Ask for help when needed.
- Avoid taking on too much responsibility.
- Only perform tasks that have been agreed upon.

## Purpose

To define a standard set of steps Volunteer Team Leaders can take to efficiently and safely add a volunteer to or remove a volunteer from the DCT team.

## Onboarding Procedure

### General Onboarding Process

- Ensure Consent Forms (including. Photo and Video Consent Form) are signed and stored in file named after employee in relevant OneDrive Space
- General Orientation Meeting with Team Leader
  - This should ensure that Volunteer expectations regarding the Organisation, and Organisation expectations regarding the volunteer are aligned.
  - Ensuring Volunteers are given the opportunity to work in fields they are interested in will reduce volunteer turnover.
- Ensure Volunteer has received an onboarding package with guidelines and overview of Sarah's Star key mission.
- Ensure Volunteer Days and Hours of commitment are recorded and agreed upon.
- Ensure volunteers are given necessary access to email, folders and accounts needed to do tasks.

### Additional Notes

## Offboarding Procedure

### General Offboarding Process

- Remove access to any company assets or data (OneDrive, Social Media accounts etc.)
- Inform relevant personnel.
- If necessary, ensure workload is transferred to relevant personnel.
  - This includes ensuring business partners / individuals are informed about new points of contact if necessary.
- Discuss any necessary leaving documents.
- Volunteer Survey/Interview as to the nature of their leaving, and what the Organisation can do to better support volunteers in the future.
- Leave the door open for volunteers to return.
- Update any digital information that may list the Volunteer as part of DCT.