

Volunteer Policy

Introduction

Thank you for your interest in volunteering with REMAP. Our volunteers are at the heart of everything we do, helping us create custom-made equipment and solutions that support disabled people to live more independently.

This policy set's out REMAP's principles and commitments that support a positive, safe and rewarding volunteering experience for everyone involved. As you join us on your journey to volunteering, you will be given more information and guidance on the themes mentioned in this policy.

In line with our mission, our volunteers:

- Ensure our service and the charity meets the needs of our clients and the people who need our support
- Provide new skills and perspectives
- Increase our contact with local communities

Our Guiding Principles

Volunteering with us should be a rewarding and fulfilling experience, with support available every step of the way. We aim to involve volunteers in meaningful roles that contribute to our mission and help enhance the services we provide. In return, we expect our volunteers to uphold the values of the charity and to follow the principles, expectations, and standards set out in this policy, the Volunteer Handbook, [code of conduct](#), and our supporting policies and procedures.

We are committed to continuously learning, developing, and improving our volunteering programme. Our staff, volunteers, and trustees work together to create a positive and supportive environment, guided by kindness, collaboration, and professionalism.

Recruitment and Selection

- We are committed to fair and inclusive volunteer recruitment
- Volunteer roles will be clearly defined with [role descriptions](#)
- Volunteers will be asked to complete an online application form and attend an informal chat/interview.
- REMAP will ask for references and carry out a disclosure check (where required) in line with our safeguarding policy. A previous conviction does not necessarily stop someone from volunteering and this information will be handled in the strictest confidence.

Induction and Training

- All volunteers will receive local onboarding support and wider induction resources

- Access to training courses when available
- Information on relevant policies
- Role-specific training and support where needed.

Support and Supervision

- Volunteers will have a named contact locally or nationally who will offer guidance and support, depending on their role.
- Opportunities to feedback and make suggestions
- Ongoing support and training

Volunteer Expenses

All volunteers will have their reasonable out-of-pocket expenses reimbursed such as:

- Travel costs (meeting clients and attending meetings)
- Materials

Confidentiality and Data Protection

Volunteers are likely to become aware of sensitive information about the people we are helping. This information must not be shared outside of REMAP and GDPR must be adhered to at all times. You will be given guidance on how to manage data safely.

Health and Safety

REMAP is committed to the health, safety and wellbeing of all volunteers. We ask volunteers to take reasonable care of their own safety and wellbeing, as well as that of others who may be affected by their actions while volunteering. Guidance, insurance, policies and support are available to support a volunteer's safety.

Insurance

REMAP provides the necessary insurance to protect our clients and volunteers. Volunteers should work in a safe environment, with safe working conditions and equipment. Clients should be using the equipment supplied in accordance with any instructions provided by REMAP. Our insurance will not cover injury or loss to members caused by their own negligence or the negligence of third parties.

Equality, Diversity and Inclusion

REMAP is committed to creating an inclusive volunteering environment where everyone feels welcome and valued.

We follow the Social Model of Disability, will make reasonable adjustments to support volunteers with disabilities and commit to using inclusive language.

We do not tolerate discrimination, harassment, bullying, or victimisation on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or any other protected characteristic.

Problem-solving and Complaints

REMAP will review all comments and feedback, and we take complaints very seriously. If you are unhappy about any aspect of our service or volunteer role, please bring this to our attention. Usually, this will be to the person or Branch (Panel) you have been volunteering with. They will try to resolve your concerns immediately. For more information, see [here](#).

Written by: Operations Manager

Approved by: CEO

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