



## **Windlesham Field of Remembrance Charity - Volunteer Management Policy**

### **1. Purpose**

The purpose of this Volunteer Management Policy is to establish guidelines and procedures for the effective recruitment, training, support, and management of volunteers at Windlesham Field of Remembrance charity.

### **2. Scope**

This policy applies to all individuals engaged in volunteer activities for the Windlesham Field of Remembrance charity, including volunteers, contractors, and board members.

### **3. Recruitment and Selection**

- Clearly define volunteer roles and responsibilities.
- Conduct background checks or screenings as appropriate for specific roles.

### **4. Training and Induction**

- Provide adequate training for volunteers to ensure they are equipped for their roles.
- Conduct orientation sessions to familiarise volunteers with the WFOR mission, values, and policies.

### **5. Health and Safety**

- Implement health and safety measures relevant to volunteer activities.
- Provide guidelines for reporting accidents or incidents.

### **6. Confidentiality and Data Protection**

- Emphasize the importance of confidentiality in handling sensitive information.
- Ensure compliance with data protection laws and guidelines.

### **7. Recognition and Appreciation**

- Develop and implement a recognition program to acknowledge volunteers' efforts.
- Organise events or activities to express gratitude for volunteer contributions.

### **8. Code of Conduct**

- Clearly articulate the expected behaviour and conduct for volunteers.

### **9. Grievance and Complaints Procedure**

- Establish a clear process for volunteers to raise grievances or complaints.
- Outline the steps for resolution and the involvement of relevant parties.

### **10. Legal and Ethical Considerations**

- Ensure that the policy complies with relevant laws and regulations governing volunteering.
- Address ethical considerations related to volunteer engagement.
- By adhering to this Volunteer Management Policy, Windlesham Field of Remembrance aims to create a positive and supportive environment for volunteers, enabling them to contribute effectively to the organisation's mission.