

Volunteer Management Policy

Who is covered by this policy?

Volunteers, and staff working with them.

What is covered in this policy?

This policy outlines how Suffolk Artlink will appoint and support its volunteers.

Purpose

The purpose of this policy is to ensure that Suffolk Artlink gives its volunteers the best support possible during their time at Suffolk Artlink.

The policy

Attracting volunteers

Working with colleagues, the Diversity Lead will establish a network of volunteer sources, such as the local councils for voluntary service or universities.

Programme Leads recruiting volunteers should check the disclosure recruitments of volunteering roles with the General Manager/Safeguarding Lead before opening any recruitment. For any volunteering opportunity that would be a designated activity, the requirement for volunteers to hold a DBS disclosure certificate registered with the update service and provide two referees, should be highlighted ahead of recruitment.

Under ordinary circumstances, prospective volunteers who approach Suffolk Artlink with enquiries via phone or email should be asked to email the relevant programme lead a copy of their CV and a

covering letter explaining their interest in volunteering for Suffolk Artlink. Nevertheless, Suffolk Artlink will be flexible to volunteering requests however they arrive in order to accommodate anyone who is interested in volunteering. The relevant programme lead will ask all prospective volunteers to attend an informal meeting to discuss how they can help Suffolk Artlink and how the charity can help them.

If, after the discussion, Suffolk Artlink and the volunteer decide to go ahead with a volunteering opportunity, The relevant programme lead will write to the prospective volunteer to confirm this and set out the expectations of both parties.

Induction and training

The programme lead will usually prepare and deliver the induction, which should cover:

- information about Suffolk Artlink, including where to access all policies and procedures, its vision and mission and its future plans;
- the role of the volunteer;
- essential procedures, such as timekeeping, rota and confirmation of legally acceptable hours worked if the volunteer claims benefits;
- information about training and ongoing learning opportunities;

Suffolk Artlink will have a trial period of four weeks to give Suffolk Artlink and the volunteer time to discover if they are suited to each other. It will have a review midway through the trial period and also at the end. This review is not an assessment. It is to ensure that both Suffolk Artlink and the volunteer benefit from the volunteering experience.

Support

The programme lead will offer ongoing support and will remain the volunteer's key contact throughout their volunteering with Suffolk Artlink.

Expenses

Volunteers will receive either reimbursement for lunch, if they work more than four and a half hours in a day, or their travel expenses up to a maximum of £10 per day. In order to claim expenses, volunteers should submit a valid receipt to the programme lead who will review and authorise the General Manager to arrange for reimbursement.

Insurance

Suffolk Artlink's insurance policy ensures that volunteers are covered by public liability insurance.

Resolving problems

Suffolk Artlink hopes that its volunteers will have an enjoyable experience volunteering with it. However, if their role as a volunteer does not meet their expectations or Suffolk Artlink has not met the commitments anticipated, Suffolk Artlink wants volunteers to feel comfortable about letting it know. Likewise, if the volunteer is not meeting Suffolk Artlink's expectations, it should raise this with the individual.

If there is a concern, volunteers should, first of all, speak to the programme lead in order to sort things out before they become a problem. If they do not feel this will resolve things, they should speak to a senior manager.

Confidentiality

Suffolk Artlink expects all volunteers to adhere to confidentiality guidelines which will be explained to them before they begin volunteering with Suffolk Artlink. This also includes the use of social media and contact with any press.

Equality, equity, diversity and inclusion

Suffolk Artlink is committed to embracing diversity and promoting equality, equity and inclusion. When representing Suffolk Artlink, it will expect volunteers to support the charity's commitment to maintaining and promoting equality.

Monitoring and Review

This policy and related procedures and guidance will be monitored by the Suffolk Artlink Board members on a regular basis for compliance and will be reviewed at least triennially.

Date approved or amended	Signed	Role
20/07/2026	Alistair Winch	Volunteer Management Policy

Appendix: sample volunteer agreement



Volunteer Agreement

<<Please download this template. Please use the 'Find and Replace' function to replace 'The Volunteer' with the person's name to make it more personal and welcoming. Delete any sections that don't apply.>>

<date>

Between <name>

of <address>

<address>

and Suffolk Artlink, Units 13 & 14, Malt Store Annex, The Cut, 8 The New Cut, Halesworth, Suffolk, IP19 8BY

The purpose of this agreement is to help clarify what has been agreed: it is not a contract. Suffolk Artlink's wish is that volunteers have an enjoyable and rewarding volunteering opportunity and that we work together in a way that is safe for ourselves and the public. Volunteers are free to not attend their volunteering opportunity whenever they please.

Project Name: <Name of project>

<Summary description>

Main Staff Contact

<name of staff member who will look after the volunteer>

Agreed volunteer opportunity dates, times and venue

Venue:

Dates:

And at other places, dates and times as may be mutually agreed between the Volunteer and Suffolk Artlink.

Volunteers may choose not to attend a volunteer opportunity as they wish. It is requested that volunteers let a member of staff know if they are not attending.

Volunteer role

<To support and assist>

Facilities to be provided by the commissioning organisation

The Volunteer will be provided with the following:

Any materials/facilities/assistance needed by the Volunteer in connection with the Project....

Payment

No fee is payable.

Expenses

Agreed volunteer expenses will be reimbursed against receipts i.e. train ticket or on completion of a travel expenses sheet. Mileage can be claimed at the amount of .45p per mile up to a total of < enter amount> per trip.

Obligations of the Volunteer

Suffolk Artlink is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and recognises that all those working within the organisation, whether staff or volunteers, have a responsibility to ensure that they are protected from harm while in their care

The Volunteer will, while working, observe any rules laid down by Suffolk Artlink for the safety of employees, volunteers, sub-contractors and the public, as notified to the Volunteer, including those relating to safeguarding, lone-working and health and safety.

Suffolk Artlink safeguarding policies and procedures are published on their web site at www.suffolkartlink.org.uk; it is the Volunteer's responsibility to inform themselves of those policies. A hard copy of the policies can be supplied on request.

Suffolk Artlink policies and procedures exist to safeguard volunteers as well as children, young people and vulnerable adults. If it is the Volunteer's informed opinion that a situation is or could be potentially compromising, the Volunteer has a responsibility to withdraw from the session and inform Suffolk Artlink of the circumstances

Disclosure and Barring Service <<Only include this section where it is necessary for the role - check with Alistair if in doubt>>

This Letter of Agreement is subject to the Volunteer being issued with a satisfactory Disclosure and Barring Certificate.

Volunteers must EITHER hold a current DBS certificate registered with the Update Service, or provide the necessary information so that Suffolk Artlink can request a DBS certificate. Volunteers must show their certificate to a member of staff and provide their consent for Suffolk Artlink to regularly check the certificate's status with the Update Service.

In the event that a DBS certificate is required, Suffolk Artlink will pay for the cost of the disclosure.

Recording Permission

The Volunteer is requested to complete a recording permission form enclosed with this Agreement.

Cancellation

If Suffolk Artlink cancels any part of the volunteer opportunity Suffolk Artlink agrees to inform the Volunteer with sufficient notice.

The Volunteer is not required to provide notice, but is requested to let a member of staff know that they will no longer be attending.

Signed by the Volunteer:..... Date:

Signed on behalf of Suffolk Artlink:..... Date: