



Volunteer Policies and Procedures

KeeleSU Volunteering department aims to encourage and enable students to become actively involved in their local communities. We offer a range of voluntary activities and events as well support students with their own projects and initiatives.

We are committed to helping students to find an activity that suits their interests, aims and skills as well as positively contributes to their future careers and employability.

Our ambition is to see continuously increasing number of students involved in volunteering activities as part of their well-rounded student experience.

Policy Objectives

This policy aims to set out good volunteering practice throughout KeeleSU Volunteering so that all volunteers, staff and outside organisations are able to access and understand the ethos in which volunteers are engaged in the volunteering activities.

Volunteer Opportunities and Recruitment

KeeleSU Volunteering department defines volunteering as “any activity that involves spending time, unpaid, doing something that aims to benefit the environment, or individuals other than yourself, or community groups. This can include volunteering in a set role with a registered charity or volunteering informally carrying out roles such fundraising or community social action. Central to this definition is the fact that volunteering must be a choice freely made by you.”

KeeleSU Volunteering is here to support you in finding a role or project which could be anything from something relevant to your course through to an activity you would like to do for a bit of fun.

You can access all available opportunities on KeeleSU Volunteering Website. Please speak to a member of the KeeleSU Volunteering team If there is specific role, organisation or project you would like to volunteer for.

You should be presented with a full role description. If you feel you are being overworked or pressurised, or are completing a role which a paid member of staff should be doing, please let us know. You must not accept pay for any work you complete as a volunteer, excluding reasonable travel expenses.

We will enable you to evaluate the work you undertake and ask you to make suggestions for new initiatives for the future, through your volunteer profile.

We will provide you with 1:1 support, advice, guidance and feedback all year round.



Expenses

It is our policy to reimburse volunteers for all out of pocket expenses for projects organised by KeeleSU Volunteering department upon representation of receipts and solely for their volunteering activity. This should be pre authorised by KeeleSU Volunteering department prior to the event where possible.

Out of pocket expenses include: petrol and travel (mileage must be recorded or receipts obtained).

When volunteering at an external organisation it is volunteers responsibility to contact those organisations to clarify their expense policy. However should volunteers have any problems doing so they could contact KeeleSU Volunteering department for further assistance.

Health and Safety

We are committed to maintain a safe working environment for all by observing health and safety guidelines set by KeeleSU.

We ensure you receive the relevant health and safety training for each activity and fully risk assess all of our projects and events arranged by the KeeleSU Volunteering Department. Personal protective equipment will be provided where necessary for projects arranged by KeeleSU Volunteering department. When you are volunteering at an external organisation, it is the organisations responsibility to ensure that you are fully briefed.

We require all our volunteers to maintain a safe working environment by observing Health and Safety Guidelines set out by KeeleSU or an external organisation.

You should never put yourself in danger or in “at risk” situation. If ever you feel uncomfortable with a situation you are left in you must immediately voice your concerns to senior management at that organisation or contact KeeleSU Volunteering office.

Please remember you are acting as a representative of Keele University and KeeleSU and need to behave accordingly at all times. You must never be under the influence of, or carry with you, drugs or alcohol when volunteering.

Volunteers Complaint Procedure

While it is hoped that volunteers will be happy within their roles, it is inevitable some problems may occur. All complaints will be considered very carefully and investigated fully. If a volunteer has a complaint concerning their volunteer experience, they should discuss this initially with the Project Supervisor or the Volunteer Manager at the organisation they are volunteering at. The outcome may involve additional training, support or a change in voluntary opportunity.

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However, if the matter cannot be resolved then the complaint should be put in writing addressed to the Student Opportunities Manager. An informal discussion may take place with the volunteer in order to agree the next steps to resolve the complaint. This will be followed by a review meeting to establish if any improvements have taken place and if sufficient progress has been made no further action will be needed. However, if there is insufficient progress further action will be taken dependent on the situation.

If a volunteer has a complaint against a member of KeeleSU Volunteering staff member or another volunteer they should follow the KeeleSU complaints procedure reporting to the Head of Student Engagement & Community Development.

Equalities & Diversity

KeeleSU Volunteering is firmly committed to equality of opportunity and diversity in all areas of work recognising the differences and creating an inclusive environment where all people can contribute and reach their full potential.

We are committed to developing a volunteer culture in which all individuals are treated in a fair and equal manner regardless of gender, marital status, race, religion, colour, age, disability or sexual orientation.

Confidentiality

KeeleSU Volunteering treats all personal information received in line with the General Data Protection Regulation (GDPR) (EU) 2016.

As a volunteer you may be in a position where you have access to confidential and personally sensitive information. It is important you recognise and respect these confidences at all times. If you have any questions or concerns this should be immediately discussed with the member of staff supervising your volunteering activity.

Please click here for [KeeleSU Data Protection and Information Security Handbook](#)

Disclosure & Barring Service Checks (DBS)

It is a requirement that all organisations providing services to children (under 18) or vulnerable adults must complete a Disclosure and Barring Service check in order to see if you have any criminal convictions. It is normal practice for the charity/ organisation to pay for this check to be carried out. Please contact the Volunteering Department if you need any further help with this.

A criminal record will not necessarily preclude a volunteer from volunteering.