



## **VOLUNTEER POLICY**

Bracknell Forest University of the Third Age	Charity number: 1153789
Policy date: February 2023	Review date: February 2025

### **Definition of a Volunteer**

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task or tasks at the direction of and on behalf of the organisation. This includes, for example, Committee members, Group Coordinators, News Editors, members of the Volunteer Group, Fire Wardens, First Aiders and BFu3a members when assisting with promotional events.

### **Volunteer Policy**

A volunteer policy shows that care and thought has gone into how BFu3a volunteers will be treated. It will also ensure fairness and consistency as ability to refer to a written policy means that decisions are not made on an ad hoc basis and that all volunteers are treated equally and fairly. A policy is also important from the volunteers' perspective as it ensures that they know what their responsibilities are, the expected standard of performance and behaviour as representatives of BFu3a and who to speak to if they have concerns.

### **Expenses**

We value volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed including expenses for travel. In order to claim expenses, an expenses form must be completed and signed by a member of the Committee before being given to the Treasurer.

### **Support**

The Vice Chair, who is responsible for the Volunteer Group, or another Committee member in the Vice Chair's absence, will hold regular meetings with the volunteers to discuss any problems or issues that may arise. The Vice Chair holds an annual review with the News Editors, and the Groups' Support Officer ensures that Group Coordinators are updated with any relevant information and holds meetings with coordinators as required.

### **Role of the volunteer**

BFu3a volunteers play a vital role in the smooth running of BFu3a, from sitting on the Committee, running Interest Groups, editing the Newsletter, preparing the Hall for the Open Meetings and clearing away afterwards, greeting new members and visitors as they arrive at the Meeting, administering the attendees Signing In Register, preparing and serving the refreshments, accompanying new members and visitors to the refreshment area and answering any questions about BFu3a membership that arise. Volunteers may also be called upon to assist at BFu3a promotional events. Those volunteers with specific roles will be made aware of and supported to reach and maintain the required performance standard.

## **Code of Conduct**

Volunteers bring energy and enthusiasm to their role and have a right to be treated with respect. Likewise, volunteers represent BFu3a and their conduct should be courteous and respectful of others at all times.

## **Insurance**

BFu3a members are covered by the insurance arranged by the u3a Trust at national level, which includes Public and Products Liability and Home Contents. It is recommended that all volunteers read the Insurance Cover Note on the Members Area of the BFu3a website. There is an Accident Report Form on the Members Area of the BFu3a website which must be completed should an accident occur.

## **Dismissal of a Volunteer**

A volunteer who fails to satisfactorily meet the required standard of performance or behaviour can be asked to stand down from their allotted duties once the volunteer has had an opportunity to discuss the reasons for this with the appropriate Committee member, usually the Chair or Vice Chair.

## **Resignation**

Volunteers may resign from their voluntary service at any time having given advance notice and a reason for their decision to the Vice Chair, or another Committee member in the Vice Chair's absence.