



Prince's Trust

## The Prince Trust's Volunteer Policy

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# The Prince's Trust Volunteer Policy

## 1. Introduction

The Prince's Trust is committed to helping young people, who otherwise would not have the opportunity, to succeed.

This Volunteer Policy sets the minimum standards for the way The Trust works with volunteers, drawing on a number of other identified policies throughout. This policy sets out requirements for recruitment, induction and appointment of volunteers and the fulfilment of mutual hopes and expectations. The Trust aspires to accredit all volunteers who complete The Trust's training.

Arrangements between the Trust and the Volunteer are binding in honour only and there is no intention to create legal relationships between the Trust and the volunteer.

The policy has been endorsed by The Trust's Senior Management Team (SMT) and will be reviewed on an annual basis to ensure it remains current and up to date.

## 2. The purpose of the Volunteer Policy

The Volunteer Policy identifies and sets out the principles by which The Trust works with volunteers, the values and benefits it gains from its volunteers and the values and benefits that volunteers gain from working with The Trust. It provides for fair and equal treatment of its volunteers and a framework for implementation at national, country and regional level.

## 3. Who the Policy is for

The policy is for staff that work with, and provide support to, volunteers within The Trust and for volunteers themselves who provide this role as a part of their Trust activities. It is useful for organisations and individuals with whom The Trust has partnership relationships. The policy will be provided to all Trust volunteers.

## 4. Who are Prince's Trust volunteers?

A Prince's Trust volunteer is someone who freely chooses to give their time to undertake tasks and activities to help The Trust achieve its aims, without payment or the expectation of payment. **The arrangement is voluntary either side. Either party can bring this to an end.**

The Trust's Charity Trustees are people who are legally responsible for the overall management and decision making. Other than in exceptional circumstances, trustees are volunteers.

Broadly, The Prince's Trust recognises two types of volunteer:

- i) those involved in Trust-managed programme delivery and related face-to-face work with young people. All volunteers of this type will be required to go through a specified/formal recruitment process, outlined below. This includes business mentors, development award assessors, panel members, leaving care mentors and other volunteers who have a role of this nature;
- ii) other volunteers who provide support in more strategic ways, or who undertake specific roles that either do not require them to work face-to-face with young people for programme delivery purposes, or who are involved in such work and are managed and supported by delivery partners. The recruitment process and ongoing management will be slightly different, although there are certain induction requirements, as stipulated below. This includes fundraisers and development committee members.

**There are differences in the duration of the volunteer appointments of those serving on UK Council, Committees and Panels compared with those involved in other types of volunteering with young people. See 7A below.**

The Prince's Trust seeks and values the following attributes that volunteers bring - a genuine interest in helping young people, a non-judgemental attitude, willingness to listen, understanding, commitment and reliability.

The Trust is not able to accept applications for specific volunteering roles (i.e. roles involving face-to-face work with young people) from people with certain criminal convictions, or from those who are not willing to commit to The Trust's aims and objectives or from those that The Trust considers to be unsuitable for the role.

## **5. The value and benefits that volunteers bring to The Prince's Trust**

The Prince's Trust recognises that volunteers are an enormous resource in helping to meet its aims. They bring a wealth of expertise, knowledge, experience and skills to The Trust. Specifically, volunteers:

- deliver much of the face-to-face work with young people;
- enrich the quality of programme delivery;
- provide a unique and different relationship with young people that cannot be provided by paid staff;
- provide contacts and networking opportunities that help promote and raise the profile of The Trust;
- offer specialist knowledge in a variety of areas;
- provide an interface between The Trust, the local community, funders and others upon whom The Trust relies.

The Prince's Trust aims to attract a diverse range of volunteers with the skills and experience to help young people and deliver its work in the most effective way.

## **6. The benefits to a volunteer of working with The Prince's Trust**

Working as a volunteer with The Prince's Trust provides:

- the ability to make a difference to the lives of individual young people, and thereby making a contribution to society as a whole;
- an opportunity to be part of a high profile, well-respected national charity;
- personal development opportunities and experiences that may enhance future career development;
- networking opportunities and social interaction.

## **7. The Trust principles of working with volunteers**

The Prince's Trust has a number of set and defined principles and processes with regard to a range of areas and aspects that underpin volunteer involvement in its activities. These are outlined below. The principles will ensure fair and equal treatment of all volunteers. However, it is appropriate to make a distinction between volunteers involved in Trust programmes and face-to-face work with young people and those who are involved either at a strategic level, or those who are managed by other organisations who run programmes on behalf of The Trust. Resource materials will be provided centrally to give advice, support and guidance on all such issues, and assist in delivery. This will also be aimed at staff and volunteers involved in managing volunteers as well as volunteers themselves. Countries and regions will implement the principles and the stated outcomes, and are free to determine for themselves how the processes will operate in their locality. The resource materials will provide best practice guidance for implementation.

### **A. Recruitment and appointment of new volunteers**

The Prince's Trust requires the use of an application form to collect information on all prospective volunteers. Additionally, those volunteers who will be involved in Trust programme delivery and related face-to-face work with young people will be formally interviewed to provide relevant information and explore their aspirations and the experience they can bring to The Trust. It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criteria is suitability for the role. Written references will be required and taken up to help confirm suitability for volunteering and for specific roles. A Criminal Records Bureau (or equivalent in Scotland and Northern Ireland) check will be carried out for prospective volunteers in certain roles. All appointments will be confirmed by letter from the relevant Senior Trust employee laying out the responsibilities pertinent to each particular volunteering role.

**Note:** Those serving on Committees are appointed initially for duration of 3 years in principle. These appointments can be renewed for a further three years at the discretion of the Senior Trust Employee responsible. There is no time limit on the appointment of volunteers carrying out other roles in relation to young people.

## **B. Volunteer induction, training and development**

The Prince's Trust aims to ensure that volunteers are able to contribute as effectively as possible to its work, are safe in their dealings with young people and have the necessary skills to perform their role. Therefore each volunteer will have appropriate induction, training and ongoing support. Each volunteer will have:

- an identified person to whom they are responsible;
- a written role description;
- an identified minimum information/training requirement before starting their role so they can be safe and effective;
- training for specific roles as agreed, after which the volunteer becomes an accredited Trust volunteer;
- a distinct period where a volunteer is given the opportunity to know and understand their role after which the volunteer is formally accepted and appointed.

## **C. Management and support of volunteers**

Each volunteer will be provided with relevant management and support. This will include regular, appropriate and mutually agreed contact. As a minimum there will be an annual review:

- to provide an opportunity for the volunteer to discuss her/his role;
- to confirm that the role continues to be an appropriate one;
- to ensure that s/he continues to fulfil the requirements of the role;
- to maximise her/his contribution to The Trust.

The Trust will also provide appropriate processes and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s) and length of service.

The Prince's Trust has a procedure to help resolve any type of problems that arise, and will be carried out by an appropriate person to ensure fair and equitable treatment of volunteers.

**Volunteers cannot commit the Trust to expenditure, e.g., events, contracts, expenses (other than those incurred in the course of their work for the Trust).**

## **D. Leaving The Trust**

Volunteers are free to cease volunteering with The Trust at any time, although, wherever possible, an agreed period leading up to this would be helpful in order to give The Trust time to make any alternative arrangements required. It is possible that there may also be times when The Trust will ask a volunteer to cease volunteering for various reasons. There will be a managed process for volunteers leaving The Trust, regardless of the reasons why. This will include appropriate thanks for the role(s) carried out and length of service.

## **E. Safeguarding young people and The Prince's Trust**

The Prince's Trust has a responsibility for safeguarding the young people with whom it works and to provide ways of working that protect staff, volunteers and The Trust's good name. Volunteers will need to confirm their agreement of The Trust's policies regarding safeguarding young people and understanding their legal requirements.

## **F. Health and Safety**

The Prince's Trust has a responsibility to ensure a safe environment for all volunteers whilst carrying out Trust work. The Trust's Health and Safety Policy will be provided to all volunteers and appropriate information and training to address essential aspects will be given before a volunteer commences their volunteering activity.

## **G. Diversity and Equal Opportunity**

The Prince's Trust is committed to the principles of diversity and equal opportunities, and therefore volunteers must be likewise, as outlined in the Trust policy covering this, which will be provided to all volunteers.

## **H. Consultation, expenses and insurance issues**

Volunteers will be involved in Trust consultation processes as appropriate.

All volunteers are entitled to out-of-pocket expenses, it is their choice whether they claim them or not. All expenses must be agreed with the volunteer manager before they are incurred.

All volunteers engaged on Prince's Trust activities are indemnified under The Trust's public liability insurance, provided they are not entitled to indemnity from any other source. Additionally, volunteer Business Mentors engaged on The Trust's Business programme are indemnified under The Trust's professional indemnity insurance. Volunteers must notify their motor insurers if

they are going to use their vehicle on behalf of The Trust to ensure that adequate insurance cover is in place.

## **I. Confidentiality, copyright and data protection issues**

Volunteers are required to comply with The Trust's policy of confidentiality with regard to their dealings with young people, and to keep confidential any Trust information they become aware of through their volunteering that is not in the public domain.

Volunteers are required to assign copyright to The Trust of any work produced as a part of their volunteering role or activity.

The Prince's Trust, in complying with the Data Protection Act 1998, will treat in confidence the information it holds about volunteers. The information will be held while there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by The Prince's Trust.