



# Kenya Hope Charity

*Responding to God's call to care for the poor*

## Kenya Hope Charity – Volunteer Policy

### **Introduction:**

Kenya Hope Charity aims to respond to God's call to care for the poor. The work of the charity is undertaken by volunteers including:

- The Kenya Hope Charity Committee
- A list of roles undertaken by volunteers

The involvement of volunteers will be guided by the following principles of good practice:

- The tasks to be performed by volunteers will be clearly defined, so that everyone is sure of their respective roles and responsibilities;
- Kenya Hope Charity will comply with the Data Protection Act in the use of data held on all volunteers;
- Volunteers will be provided with regular opportunities to share ideas/concerns with the committee or the volunteer coordinator
- All policies will reference how they affect volunteers

### **Purpose**

This policy outlines how Kenya Hope Charity will recruit, train and support those who want to volunteer some of their time to help the charity.

It also highlights the value of the contribution made by volunteers and confirms Kenya Hope Charity's commitment to involving volunteers in its work.

### **Responsibility**

Overall responsibility for the implementation, monitoring and review of this policy lies with the Committee.

### **Recruitment of volunteers, including equality and diversity:**

Kenya Hope Charity is committed to equal opportunities at all stages of recruitment, selection and volunteering. We have put in place a recruitment process to ensure that those wanting to volunteer have the correct skills and knowledge for the role they apply for.

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1	February 2021	Kenya Hope Charity Committee	February 2024



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The Charity has identified several roles which we believe volunteers could help us with and we have a role description written for each. Where there is specific training required this will be highlighted as part of the recruitment process. Where there is a requirement for a disclosure check this will also be highlighted as part of the recruitment process.

Kenya Hope Charity will actively seek out volunteers to help them with the roles identified. This will be done by word of mouth, by advertising on our website and social media accounts and through volunteer recruitment sites.

When someone contacts Kenya Hope Charity to apply to become a volunteer, they will be asked to follow the process:

- 1) The applicant will complete and return a volunteer form – including the name of two references who should not be related to the but who should know the volunteer well
- 2) The volunteer coordinator will review the form and contact the applicant to discuss their application
- 3) If both are happy to proceed the volunteer coordinator will contact the referees to gain the applicants references
- 4) Once the references are returned the volunteer coordinator will contact the applicant to let them know about their induction

Where individuals cannot be placed we will endeavour to refer them to another agency who can support them to find a volunteering opportunity.

## **Induction and training**

Every volunteer will receive a volunteer information pack with information about the charity, important policies and procedures and support available for volunteers.

Each volunteer member will work with committee members to agree duties. Volunteers will be given the opportunity to access training relevant to their role. This must be discussed and agreed in advance with a committee member.

## **Supervision and support**

Each volunteer will be supervised by a member of the committee. They can also contact the volunteer coordinator if they need extra support.

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## Expenses

All volunteers will be able to claim reasonable expenses for their volunteering. Volunteers should discuss any planned expenditure prior to incurring this expense to ensure that it will be covered by the organisation.

## Policies and Procedures

Once placed, we expect all volunteers to comply with existing policies and procedures. All volunteers are covered under Kenya Hope Charity's Public Liability Insurance.

- **Health and Safety**

All volunteers must take reasonable care of themselves and others while volunteering for Kenya Hope Charity and follow any health and safety advice and instruction given for their role. Volunteers should immediately report accidents/incidents (including near misses).

- **Data Protection and confidentiality**

Kenya Hope Charity will protect volunteer information in accordance with the relevant data protection legislation including the General Data Protection Regulation (GDPR). Data will be held securely and confidentially and will only be accessed by authorised individuals.

When volunteering with Kenya Hope Charity, volunteers are likely to become aware of confidential information about the charity. All volunteers are required to maintain confidentiality and should not disclose the organisations information during their volunteering services and any time afterwards.

## Problem solving and complaint procedures for volunteers

Kenya Hope Charity will make every effort to ensure that any experience of volunteering with us is positive and rewarding. However, we recognise that volunteers at times may experience difficulty within their role or they might want to share feedback or raise an issue with a member of the committee or another volunteer. In the first instance they should raise it with the committee member they are working with. to try and resolve the issue, get advice or share feedback. We will make every reasonable effort to resolve difficulties at an early stage and we will always review feedback and learn from it.

If the areas of concern cannot be resolved in this way the volunteer should talk to another member of the committee or with the volunteer coordinator.

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## Review

This policy will be reviewed every three years by the UK committee.

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