

VOLUNTEERING POLICY.



The East Kent Baby Memorial Gardens Group is run entirely by volunteers and we are proud of that fact. Our volunteers give so much time and energy and achieve so much. This short policy summarises our approach to volunteering.

Volunteer roles

We offer a range of opportunities for volunteers to be involved in our work and this can include taking on a role on our 'committee' (although we much prefer to talk about our 'team'), helping with fundraising events, helping publicise our work, helping with some of the behind the scenes work, or helping with one-off tasks. Other roles may well arise either as short projects or ongoing activities and we will be as creative as possible in identifying roles that are interesting and exciting. We will also make sure the roles are explained carefully to make sure we and the volunteer agree just what that role is and how it fits in with the rest of our activities.

Recruitment and Selection

We will aim to recruit volunteers through various channels and will do our best to make sure our volunteer team is representative of the community we support. We work in a very emotionally challenging environment and we recognise that not everyone will be happy talking about baby loss. We will discuss with each potential volunteer the range of roles available and we will be as sensitive as possible in identifying appropriate roles for them taking account of their availability, interests, motivation and skills or experience. We will not try to get anyone to take on a role or task which they do not wish to take on. Similarly, we will share round opportunities as and when they arise.

Support

Our volunteers are our greatest asset and we want to be as supportive as possible to each and every one of them. Our Chair, and other members of the 'committee', will take responsibility for offering support – both emotional and practical - ensuring volunteers feel comfortable within their roles and identifying any support or training that may be helpful to them. We will arrange bereavement awareness training for our volunteers where appropriate, and where the volunteer feels that would be of help to them. We will look out for other opportunities for training or development and will offer these to our volunteers.

We appreciate that volunteers' time, availability or interests may change over time and that they may not wish, or be able, to volunteer for us forever. While we may look to see whether there are other roles that may be of interest, we will not try to discourage someone from moving on where they wish or need to do so.

Expenses

We offer expenses to each of our volunteers and actively encourage them to claim. We are happy to pay for volunteers' travel costs, phone calls, refreshments while volunteering, and any other expenditure they may incur in support of the charity. We have a simple claim form (copy attached) which we ask volunteers to complete and will make payments to them as quickly as possible. We really are keen that no volunteer feels any embarrassment in claiming – it is our volunteers' time and energy we want, not their money!

Recognition

We are grateful to each and every one of our volunteers for the time and energy they offer to support our work. We will do our best to recognise volunteers through Volunteers Week, volunteer recognition events and in as many other ways as we can. We will also provide references etc. on request.

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