



**OUR MOON
VOLUNTEERING POLICY**

INTRODUCTION

As a charity we would be unable to achieve our objectives without the skills, determination and commitment of our volunteers and because of this we want to ensure all volunteers know and clearly understand how they can interact with the charity in a way that benefits both themselves and the individuals we aim to serve

SCOPE OF THE POLICY

This policy applies to all volunteers that interact with the charity, inside and outside the United Kingdom.

Our Moon must ensure that all trustees, directors, staff, volunteers and advisors of the charity are aware of this policy by publicising it and making it available.

PURPOSE

To clearly layout the role volunteers can play in the charity and ensure there is clear information and guidance to avoid misunderstanding. Outline how volunteers' involvement is beneficial to the charity and how that involvement can be best utilised for the advancement of our objectives. To ensure all volunteers are clear about the expectations of Our Moon.

WHAT IS VOLUNTEERING?

“...An important expression of citizenship and essential to democracy. It is the commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for financial gain”

The Volunteering Code of Practice

This policy is for volunteers over the age of 18.

OUR VOLUNTEERING VALUES

- We appreciate, celebrate and recognise the contribution that volunteers make to Our Moon, to the UK community, to the social economy and to the lives of people in Africa.
- Volunteering with Our Moon is open to all, regardless of background, race, age, disability or faith.
- For volunteers to work well together to achieve the best possible outcomes for the charity, it is important that we respect one another at all times.
- Everyone is free to choose whether or not to volunteer. Volunteering is not compulsory and you can end your volunteering at any time.

WHY DO WE INVOLVE VOLUNTEERS IN THE CHARITY?

The following reasons are why Our Moon spends time, money and effort engaging with volunteers:

- To help us fundraise for Our Moon
- To help us deliver some of our projects
- To mentor our beneficiaries
- To support us with the operational running of the charity
- To act as advocates for our good work

UK VOLUNTEERS

Because Our Moon is a small charity without a large income, we rely on volunteers to support us in delivering day-to-day operations in the UK, including:

Marketing, Communications and PR
Fundraising
Events
Administration
Finances
Monitoring, Evaluation and Learning

OTHER VOLUNTEERS

Our Moon works with students in their countries to gain their education, help them progress to university and then to return to their countries to make a difference to their country and communities. Volunteers in this area are likely to mentor students to ensure they are happy in their education and making progress, help them with their university applications and keep in touch with them when they attend university.



RECRUITMENT AND SELECTION OF VOLUNTEERS

- Our Moon seeks to recruit volunteers from a diverse range of backgrounds (see Equal Opportunity and Diversity policy)
- Our volunteers will be asked to give their contact details.
- We will ask volunteers to disclose any ‘unspent’ convictions under the requirements of the Rehabilitation of Offenders Act 1974. Having a criminal record will not be a bar to volunteering unless the Coordinator/trustees/management committee of our organisation thinks that a conviction means that the applicant is unsuitable
- If a volunteer is planning to be involved in an activity which requires a CRB check (UK volunteers only), the responsibility for obtaining this lies with the volunteer
- Each Zambian volunteer who is involved directly with our students and/or is resident on site in Chibombo will be expected to sign a memorandum of understanding in Zambia
- Each person who volunteers for Our Moon will be asked for references
- Each potential volunteer is invited to meet an Our Moon representative for a discussion on the volunteer role, its requirements and each other’s expectations. This meeting is for both Our Moon and the volunteer to see if the volunteering opportunity is suitable.
- Our Moon retains the right to refuse the offer of a voluntary role to any volunteer, for example if any background checks are not satisfactory or if there is a breach of our core values.

INDUCTION AND TRAINING

- Each volunteer will receive information about health and safety and equal opportunities
- Each volunteer will receive basic training in the area they are to be volunteering in
- Each volunteer will receive information about child safeguarding and protection if their role is directly involving our students or other beneficiaries of our programme
- An Our Moon Trustee will discuss with the volunteer about any other training needs in supervision
- Each volunteer will act as a volunteer on a trial basis of one month to ensure both Our Moon and each volunteer is happy with the role
- Volunteers will have a **volunteer agreement**, which shows the expectations and support offered by the scheme. This is not a contract. Volunteers will be asked to sign this agreement to show they have read and understood the agreement.



SUPPORT AND SUPERVISION

- The main point of contact at Our Moon may be different for different volunteers, depending on their role. The volunteer will be introduced to their supervisor during induction.
- Volunteers will have regular contact with their supervisor, which may be in person, over the phone or over email.
- Volunteers will be invited to team meetings to get together with the other volunteers and the Our Moon Trustees when appropriate.

EXPENSES

We will reimburse volunteers' reasonable out of pocket expenses as per our Expenses policy. These might include:

- Travel undertaken in the course of volunteering
- Postage and land-line telephone costs if directly part of the volunteering role.

To claim expenses, volunteers will need to complete a 'Volunteer Expenses Claim Form'. Proof of the claim, such as bus tickets or receipts, should be attached to the form. The claim must be authorised by a Trustee in Zambia or the UK before reimbursement is given.

HEALTH AND SAFETY

Because Our Moon does not have an office space in the UK, UK based volunteers will be expected to work from home and take appropriate care to ensure safe and healthy working conditions when conducting work for the charity. In Zambia, volunteers who are living on site will also be expected to take appropriate care to ensure they are working safely.

CONFIDENTIALITY & DATA PROTECTION

During induction all volunteers will be made aware of their rights under the Data Protection law and the importance of respecting the confidential nature of our work. Volunteers should be aware that any information they produce during their time volunteering may be made available to the public, if asked, under the Freedom of Information Act 2000.

IF THINGS GO WRONG

Our Moon hopes that all of our volunteers have an enjoyable experience when volunteering for us, but understand that sometimes volunteers may want to raise a



complaint. The procedure for raising a complaint can be found in the Volunteer Complaint Procedure.

Volunteers, although valued by our organisation, are not employees and there is no contractual obligation. If an issue arises the agreed supervisor will discuss this with the volunteer. Should the need arise for changes in volunteer behaviour or expectations, this will be agreed, monitored and reviewed.

If the supervisor or the volunteer feels that there is no resolution to the issues then the volunteer may be asked to leave.

If a serious issue arises such as theft or violence, the volunteer will be asked to leave the organisation immediately.

REFERENCES

Our Moon values and respects the motivation and skills of our volunteers and will be happy to provide a reference. In order to give an accurate and meaningful reference we feel a minimum of 3 months of volunteering would allow us to gain a measure of the volunteer's skills, knowledge and personal qualities.

The reference would be completed by a person supervising the volunteer or other appropriate person.

By signing this policy you are confirming that you have read, understood and accept all of the above, including the related policies and procedures.

Name of Volunteer.....

Signature.....

Date.....

