

Volunteer Management Policy and Procedures

Job Skills Training Association

1. Policy Statement

Job Skills Training Association (JSTA) recognises that volunteers are essential to delivering its mission of supporting young people through training, mentoring, and employability initiatives.

The charity is committed to ensuring that all volunteers are recruited, supported, and managed in a safe, fair, and structured way, in line with Charity Commission guidance (CC3 – The Essential Trustee) and safeguarding best practice.

2. Purpose of the Policy

This policy aims to:

- Provide a clear framework for managing volunteers
- Ensure a safe and positive volunteering environment
- Promote consistency, fairness, and transparency
- Ensure safeguarding and legal compliance
- Support volunteers to contribute effectively

3. Scope

This policy applies to all individuals volunteering with JSTA, including:

- Mentors and trainers
- Programme and workshop facilitators
- Event volunteers
- Administrative or operational volunteers

4. Legal and Regulatory Framework

This policy is informed by:

- Charity Commission guidance (CC3 – Trustee Responsibilities)
- Equality Act 2010
- Health and Safety at Work Act 1974
- Children Act 1989 & 2004 (Safeguarding)
- UK GDPR and Data Protection Act 2018

5. Principles of Volunteering

JSTA is committed to:

- Equal opportunities and inclusion
- Respect, dignity, and fairness
- Providing meaningful volunteering experiences
- Supporting personal and professional development
- Ensuring safeguarding and duty of care

6. Recruitment and Selection

6.1 Role Descriptions

Each volunteer role will include:

- Key responsibilities
- Required skills and experience
- Expected time commitment

6.2 Application Process

- Volunteers may complete an application form
- Informal interviews or discussions may be conducted
- Selection is based on suitability and alignment with JSTA values

6.3 Safer Recruitment

For roles involving young people or vulnerable individuals:

- DBS checks will be carried out where appropriate
- References may be requested
- Identity checks may be completed

7. Induction and Training

All volunteers will receive an induction covering:

- Overview of JSTA and its mission
- Key policies and procedures
- Role expectations

Mandatory Training:

- Safeguarding awareness (essential for all relevant roles)

Additional training will be provided where required.

8. Roles and Responsibilities

8.1 Volunteers

Volunteers are expected to:

- Act in line with JSTA values and policies
- Maintain professionalism and appropriate boundaries
- Respect confidentiality
- Follow safeguarding and health & safety procedures
- Communicate effectively with supervisors

8.2 JSTA (Trustees / Management)

JSTA will:

- Provide clear guidance and expectations
- Ensure appropriate supervision and support
- Offer a safe working environment
- Recognise and value volunteer contributions

9. Safeguarding Responsibilities

All volunteers must:

- Read and follow the Safeguarding Policy
- Report concerns immediately to the Designated Safeguarding Lead (DSL)
- Maintain professional boundaries at all times

Failure to comply may result in immediate removal from the role.

10. Supervision and Support

- Volunteers will have a named supervisor or contact person

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JOB SKILLS TRAINING ASSOCIATION

Registered UK Charity: 1207351

- Regular communication and feedback will be encouraged
- Support will be provided to ensure effective performance

11. Expenses

- Volunteers may claim reasonable out-of-pocket expenses
- Expenses must be agreed in advance
- Claims must be supported by receipts
- Payments will follow JSTA's Financial Controls Policy

12. Equality, Diversity and Inclusion

JSTA is committed to:

- Providing equal access to volunteering opportunities
- Preventing discrimination
- Making reasonable adjustments where required

13. Health and Safety

Volunteers must:

- Follow health and safety procedures
- Take reasonable care of themselves and others
- Report any hazards or incidents

14. Complaints and Problem Resolution

- Volunteers are encouraged to raise concerns informally first
- Formal complaints can be made via the Complaints Policy
- All concerns will be handled fairly and confidentially

15. Ending Volunteering

Volunteering may end:

- At the request of the volunteer
- By the charity where necessary

Reasons may include:

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- Breach of policies
- Safeguarding concerns
- Unsuitability for the role

All situations will be handled fairly and respectfully.

16. Confidentiality and Data Protection

Volunteers must:

- Protect confidential information
- Comply with JSTA's Privacy Policy
- Follow UK GDPR requirements

17. Monitoring and Review

- This policy will be reviewed annually
- Feedback from volunteers will be used to improve processes

18. Approval and Version Control

Policy Owner: Job Skills Training Association

Approved by: Board of Trustees

Date Approved:

Review Date:

Version: 1.0

19. Conclusion

Job Skills Training Association values the contribution of its volunteers and is committed to providing a structured, supportive, and safe environment where volunteers can make a meaningful impact.