



Sufra NW London

Volunteer Policy

Policy Owner:	Community Engagement Manager	To be approved by:	Board of Trustees
Last reviewed by policy owner on:	09/05/2025	Approved on:	04/06/2025
Next Review Date:	May 2027	Review frequency:	Every 2 years

1 Introduction

Sufra NW London relies on volunteers to effectively deliver the charity's mission and aims and objectives. At Sufra, we recognise that volunteers play a vital role in helping us deliver services that support individuals and families experiencing food poverty and hardship. This policy sets out the principles and practices that guide our relationship with volunteers, ensuring a positive, fair, and rewarding experience for everyone involved.

A volunteer at Sufra NW London is someone who chooses to give their time, skills, and energy freely and without payment, to support the organisation's mission. Volunteers complement but do not replace the work of paid staff.

The charity is committed to involving volunteers directly within the organisation to:

- Contribute to the strategic direction of the organisation and improvement of services
- Support the operational delivery of our services;
- Foster an increased sense of community cohesion and wellbeing amongst the Brent community
- Increase opportunities for individuals to build skills and engage in valuable opportunities that foster development
- Support guest consultation, monitoring and evaluation work, marketing, fundraising and our advocacy work

This volunteer policy sets out the principles and practice by which we involve volunteers.

2 Principles

Sufra NW London:

- Recognises that voluntary work brings benefits to volunteers themselves, to our guests, and to staff and the organisation at large and will make a concerted effort to value our team volunteers through different initiatives;
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the strategic development of the charity's work;
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work;
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively;
- Will endeavour to identify and cover the costs of involving volunteers, where feasible; and

- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible.
- Promote a safe, inclusive and respectful environment for all volunteers

3 Recruitment and Selection

Recruitment of volunteers will comply with all aspects our Diversity, Equity, Accessibility and Inclusion Policy. All volunteer posts will be publicly advertised and we will seek to encourage applications from all sections of the community. Positive action in recruitment may be used, where appropriate.

People interested in becoming volunteers will be able to access information on the roles available on our website. If they require more information, they may contact the charity or request an informal meeting. From time to time, it may be more appropriate for prospective volunteers to meet with a member of staff in order to identify their skills and interests and how these can be matched with available opportunities.

All prospective volunteers will be asked to complete a Registration Form and attend an informal interview to assess his/her suitability for the role. The charity will communicate the outcome of the interview in a timely manner, and where a volunteer is not suitable for the role, alternative opportunities will be offered within the organisation or in other organisations.

During recruitment, volunteers will be asked if they have any health conditions, disabilities, or access needs. We will work with individuals to make reasonable adjustments wherever possible to ensure a safe, inclusive, and supportive volunteering experience. Roles will only be assigned where we can be confident that it is safe, appropriate, and respectful of the volunteer's circumstances.

All volunteers will be required to undertake a basic DBS disclosure prior to appointment as detailed in our Disclosure & Barring Service Policy. We will also ask applicants to declare any unspent criminal convictions.

Any disclosures will be considered carefully and fairly, in line with our commitment to safeguarding and inclusion. A risk assessment will be carried out as appropriate, in accordance with our **DBS Policy**, which outlines this process in more detail.

Volunteers will also be required to sign a Volunteer Agreement that outlines the expectations of the charity, and our responsibility to volunteers. Volunteers will be added to the charity's mailing list with an offer an **opt-out** mechanism. Furthermore, we will ask consent for us to use volunteer images for publicity or reporting purposes.

4 Induction & Training

Following appointment, all volunteers will be required to attend an induction where they will be introduced to the work of the charity and receive a role description, where appropriate. Volunteers will also be invited to attend an introductory training session

Service Leads will provide volunteers with role-specific guidance and ongoing support to carry out their roles confidently and safely.

4.1 Expectations of Volunteers

Sufra NW London expects all volunteers to:

- Perform your role to the best of your ability.
- Maintain a professional relationship with guests.
- Read and abide by our policies and procedures, including safeguarding, confidentiality and data protection, health and safety, and bullying and harassment (included in the Welcome Pack).
- Attend on time and give as much warning as possible whenever you cannot volunteer as expected.

4.2 Expectations of Sufra NW London

Volunteers may expect Sufra NW London:

- To provide support, guidance and training to fulfil the requirements of the role;

- To offer opportunities to give and receive feedback on the charity and their performance;
- To respect their skills interests and contribution to the charity;
- To reimburse their travel costs up to the current maximum, where funds are available;
- To consult with them and keep them informed of possible changes;
- To insure them against injury they might suffer or cause due to negligence; and
- To provide a safe, inclusive and convivial working environment.

5 Support

Volunteers will be assigned a named contact person who will provide regular support and ongoing dialogue, as required. Volunteers may also request regular supervisions with their named contact or access any of the charity's services.

All volunteers will receive a Volunteer Handbook, which provides detailed information about volunteering at Sufra and what to expect as part of the team.

If a volunteer has any concerns, this should initially be addressed to the named contact. Where this is not possible, he/she should speak to the named contact's line-manager. Formal complaints will be completed through our online form on our website and will be handled in accordance with our Complaints Policy.

6 Consultation

At Sufra NW London, we believe that volunteers bring invaluable insight and lived experience to our work. We are committed to engaging volunteers in shaping the strategic direction of our services. One way we do this is by **inviting volunteers to participate in Steering Groups**, where they can contribute ideas, share feedback, and help guide the development of programmes and priorities. This ensures our services remain rooted in the needs and strengths of the community we serve.

From time to time, volunteers will be invited to offer feedback via surveys, personal conversations, and/or attendance at meetings.

7 Records

Sufra NW London will maintain records of all volunteers. This will include the volunteer's Registration Form, any references, placement details, emergency contacts, correspondence, and any other relevant information. Please refer to our Data Protection Policy for more information.

8 Expenses

The charity is able to offer reimbursement of expenses for travel, where funding permits. Further details on how to seek authorisation for expenses incurred and the process for claiming reimbursement can be found in Volunteer Handbook.

9 Training

Some volunteer roles require mandatory training in advance of their first shift. Appointment to the role is therefore conditional on completing this training.

The charity is committed to supporting volunteer development and volunteers will be invited to attend training sessions organised by the charity. Attendance is optional, unless it has been clearly stated that this is a new requirement for the role.

10 Insurance

Volunteers are covered by the charity's Public Liability Insurance whilst undertaking agreed duties on behalf of the organisation.

11 Health and Safety

Sufra NW London will take all reasonably practicable steps to ensure volunteers' health, safety, and welfare while at work. Refer to our Health, Safety, Environmental Policy Handbook for more details.

12 References

Volunteers that have completed a regular placement at the charity are entitled to receive a reference to access further volunteering or employment opportunities.

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BOARD APPROVED 04.06.2025