

# **Volunteering Policy**

## **Introduction**

This policy aims to demonstrate the principles for involving volunteers in Challenge Wales. This policy was ratified by the Board of Trustees on 7<sup>th</sup> December 2009 and will be reviewed periodically to ensure it reflects the work of the volunteers and Challenge Wales.

## **Commitment**

Challenge Wales acknowledges that volunteers contribute in many ways, that their contribution is unique, and that it can benefit users of services, staff, local communities and the volunteers themselves. Challenge Wales values the contribution made by volunteers, and is committed to working in ways which are encouraging, supportive and which develop volunteering. To ensure your welfare whilst on board a Challenge Wales vessel the Charity is committed to undertake the following:-

We will ensure that you are provided with safe, decent accommodation while you are on board.

We will ensure that you are provided with food and drinking water of appropriate quality, nutritional value and quantity while you are on board.

We will arrange the vessel's routine so as to ensure that you receive a minimum of 10 hours available for rest in each 24-hour period and a minimum of 77 hours rest in each seven-day period. This minimum period of rest may not be reduced below 10 hours except in an emergency.

You may be required, at the absolute discretion of the Skipper, to curtail such periods of rest during an emergency affecting the safety of the vessel, its passengers or crew or the marine environment or to give assistance to other vessels or persons in peril. You may also be required to curtail such periods of rest for safety drills such as musters, fire-fighting and M.O.B. exercises. In such circumstances you will be provided subsequently with (a) compensatory rest period(s).

If you require medical care while you are on board this will be provided free of charge, including access to necessary medicines, medical equipment and facilities for diagnosis and treatment and medical information and expertise.

In the event of your death occurring on board or ashore during a voyage, we will meet the cost of burial expenses, or cremation where appropriate or required by local legislation, and the return of your property left on board to your next of kin.

We will repatriate you, at our expense, to your country of residence if you are away from your country of residence when:-

- You suffer an illness or injury or other medical condition requiring your repatriation;
- Circumstances arise in which you are no longer able to carry out your duties on board or cannot be expected to do so e.g. shipwreck, the sale of the vessel or a change in the vessel's registration;

We will repatriate you to your country of residence if you are away from your country of residence when:-

- You are required to leave your role on the vessel as a consequence of any misconduct on your part;
- You choose to leave your role on the vessel for any reason;

but we reserve the right to recover from you the cost of doing so.

If you have a grievance regarding your treatment you should follow our grievance procedure, a copy of which is available to you on the vessel.

## **Definition**

Volunteering is an important expression of citizenship and is an essential component of democracy. Volunteers are people who, unpaid and of their own free will, contribute their time, energy and skills to benefit people in the community.

Volunteers will be required to undertake duties in a range of areas to assist in their personal development. Volunteers are not contracted by Challenge Wales, and never receive payment for volunteering, be this in kind or monetary. Volunteers will usually be reimbursed any out-of-pocket travel expenses incurred through their volunteering activities such as reasonable travel costs within the UK.

## **Statement of values and principles**

Challenge Wales

- recognises the important role played by volunteers both in the work of Challenge Wales, and the important and valuable contribution made by volunteers to the fabric of the community.
- acknowledges the unique contribution made by volunteers to the life of communities, service users, and to the volunteers themselves.
- attempts to use volunteers' skills, knowledge and experience in a way that will meet both the volunteer's and organisation's needs.
- recognises that volunteers complement the role of paid staff.

## **Expectations, Responsibilities and Opportunities**

Challenge Wales expects its volunteers to be realistic in their commitment to Challenge Wales. All volunteers have a designated member of staff or volunteer to offer guidance and advice to help the volunteer carry out their tasks effectively. Volunteers will also be informed of who to contact to receive support and supervision.

The appointed volunteer manager or designated person is responsible for the development of voluntary activities within the organisation.

All employees will be fully informed about the rights and responsibilities of volunteers as part of their own induction.

If at all possible, opportunities will be provided for changing and/or upgrading volunteer responsibilities as desired by the volunteer and appropriate to the organisation.

Challenge Wales expects its volunteers to uphold the Charity values which will be discussed at the volunteer induction. This includes helping to uphold a safe, inclusive and supportive learning environment.

## **Recruitment, selection and signposting**

Challenge Wales is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, religion and political beliefs. Individuals applying to become volunteers will be appointed in accordance with the organisation's selection procedure.

Volunteering opportunities will be advertised widely in places that are accessible to all members of the community.

Volunteers are recruited by, and apply through, the Challenge Wales office and will need to complete a volunteer form.

Volunteers will be selected on their suitability for the volunteering task, matching their skills, talents and interests with the charity's needs.

Volunteers who are considered unsuitable for a particular task will either be offered alternative voluntary work within the organisation or referred to their nearest volunteer centre.

For Volunteers who want to be a Crew member or help with Administration we will require two satisfactory character references and a satisfactory Enhanced DBS

Volunteers will have a task description. These are prepared in conjunction with the person responsible for managing volunteers.

Volunteer crew will be on a probation period due to the nature of the role and we may ask a volunteer to step down or look at a different role which maybe more suited to their skills and abilities.



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Volunteers who have ceased volunteering but wish to return to volunteering within 12 months will require a new volunteer form, completion of associated forms linked to the role they are applying for, DBS check. An additional reference may be requested if the volunteer's circumstances have changed since they ceased volunteering. Volunteers who have ceased volunteering but wish to return to volunteering after 12 months will require the above plus 2 new references and if Volunteer Crew complete a qualifying sailing trip. This is part of our safer recruitment standards.

## **Equality, Diversity and Inclusion Commitments**

Challenge Wales aims to be an inclusive organisation, committed to provide equal opportunities including in the recruitment, training and development of employees/volunteers and in proactively tackling and eliminating discrimination. We are committed to promoting a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights into the workplace and enhance the way we work.

## **Training and personal development**

All new volunteers will be welcomed to the organisation and will have an induction.

All volunteer crew will be required to undertake Safeguarding Training (in line with national safeguarding training, learning and development standards). Challenge Wales will be responsible for ensuring the volunteer is properly prepared for the work and that arrangements for support and training are in place.

Training will be offered to all Crew volunteers which they are expected to attend at least 2 days. Training around other tasks for other Volunteer positions will be dealt with individually.

Volunteers, staff and service users will be consulted in order to develop additional volunteering opportunities.

Training on 'managing volunteers' will be made available to those who are responsible for the work of volunteers.

## **Expenses**

All volunteers will have their reasonable and properly incurred travel expenses reimbursed. Expenses should be submitted using the correct form and within 30 days of our Expenses will be paid by BACS. Expenses not accompanied by the correct receipts will not be paid. A Volunteer Expenses Policy is provided to all volunteers.

## **Confidentiality, Security, Data Protection and Consent**

Volunteers will be bound by the same requirements for confidentiality as paid staff. Challenge Wales cannot promise confidentiality around what is disclosed in supervision/1-2-1's or by a third party and must consider the safety and wellbeing of all staff. If a safeguarding concern is raised this will be addressed according to Challenge Wales' policies and procedures. For more information please see Challenge Wales' Safeguarding and Child Protection Policy.

Information on a volunteers Volunteer Form will be kept in paper and electronic format. This information can only be accessed by Challenge Wales operational team. Please refer to our Privacy Policy for information on how we store, retain and use data.

Volunteers will automatically consent to receiving a volunteer e-newsletter to inform them of Charity volunteering opportunities. If they do not wish to receive this they will not be informed of volunteering opportunities unless they contact the office.

Volunteers will be invited to provide consent for photos/images on their booking form (if booking a sailing voyage) or via the Update form which is issued each year. Consent can be revoked by letting the Challenge Wales office know in writing.



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Challenge Wales obtains consent for photos/live images from parents/guardians/guests on all its voyages. The Challenge Wales boat camera should be used for all photos. On rare occasions some volunteers may be asked to take photos on their phone. To safeguard volunteers and young people/vulnerable adults any photos taken on an individual's phone that relate to Challenge Wales activities should be forwarded to the office and deleted. Sending photos to Challenge Wales will constitute that the Charity can use them with no restrictions but Challenge Wales will seek copywrite agreement from a volunteer taking photos. Please note that the Charity holds the consent for the photos and their use, which is exclusively for charity purposes and NOT the volunteer.

## **Settling differences and resolving problems**

The relationship between Challenge Wales and its volunteer team is entirely voluntary and does not imply any contract. However, it is important that Challenge Wales is able to maintain its agreed standards of service to Children and Young People and it is equally important that volunteers should enjoy making their contribution. Challenge Wales aims to treat all volunteers fairly and if the work as a volunteer does not meet the standards of Challenge Wales, or volunteering goes wrong for individuals, these steps will be taken:

- An initial meeting with the volunteer and the Skipper to explain the concerns. If the problem is not on the boat then the volunteer will meet with the Business Development Manager
- If the initial meeting with the Skipper doesn't resolve the concern then a meeting with the Skipper and the Business Development Manager will be convened OR the Business Development Manager and a committee member (who may or may not be a Trustee)
- If the work still does not meet the standards then Challenge Wales will stop using the volunteer's services.

There may be several circumstances under which a volunteer might be asked to leave. This may include but is not limited to; failure to meet expectations, violation of the organisations policies, a change to the service Challenge Wales offers which makes the volunteer's role untenable, misconduct or gross misconduct.

Examples of misconduct are: Failure to follow procedures, misuse of charity equipment, incapacity through drink or drugs, insulting or objectionable behaviour, disorderly conduct. Examples of gross misconduct are; Theft, bribery, fighting, malicious damage, harassment. Neither list are exhaustive. If misconduct continues we may ask the volunteer to leave.

Sometimes volunteers may face problems with volunteering or maybe unaware of an issue e.g. struggling with the role, feeling overwhelmed, difficult behaviour or volunteers being unhappy with things that Challenge Wales is doing or not doing. In this case we may provide feedback to you to help you, we may invite you to a fact-finding meeting to help understand the problem and identify solutions.

The Skipper is responsible for dealing with problems as they arise on board and in some cases in conjunction with the Business Development Manager. The Chair of Trustees may become involved if there is a conflict of interest between any parties and if the Skipper /Business Development Manager is unable to attend a meeting.

## **Volunteers' rights and responsibilities**

Challenge Wales volunteers have the right to:

- know what is expected of them
- have clearly specified lines of support and supervision
- be shown appreciation
- have a safe work environment
- be insured
- know what their rights and responsibilities are
- be trained
- be free from discrimination
- be provided with opportunities for personal development



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Challenge Wales expects volunteers to:

- comply with all Challenge Wales policies and procedures
- maintain a high standard of dress, appearance, behaviour, and be courteous whilst representing Challenge Wales
- be reliable
- be honest
- respect confidentiality
- show empathy and understand that some people have different points of view or see the world differently
- Be punctual
- make the most of training and support opportunities which must include working towards Challenge Wales Experienced/Competent Crew level in their personal logbook (for volunteer crew only)
- carry out tasks in a way that reflects the aims of the organisation

**Related Challenge Wales Policies** (which can be viewed on the Volunteer Information portal)

- CWP 01 Drug and Alcohol Policy
- CWP 02 Health and Safety Policy
- CWP 03 Child Protection and Safeguarding Policy
- CWP 04 Privacy Policy
- CWP 05 Equal Opportunities and Diversity Policy
- CWP 09 Complaints Policy
- CWP12 Behaviour Policy
- CWP 13 Anti Bribery Policy
- CWP14 Code of Conduct Policy
- CWP 16 Environmental Policy
- CWP 17 E-Safety Policy
- CWP 20 Whistleblowing Policy
- CWP 22 Volunteer Expenses Policy
- CWP 23 Social Media Policy

Signed on behalf of the Charity



Vicky Williams  
Business Development Manager



Helen Phillips  
Chair of Board of Trustees

**Revision Log**

Revision #	Date	Explanation of amendment	Who by
0	7.12.09	Document Completion and policy ratified	Board of Trustees
2 - 10	Up until 21.2.23	Various minor updates	Vicky Williams – BDM Signed Off: Helen Phillips – Chair of Trustees
11	17.12.23	Settling differences section updated Related Challenge Wales policies added	Vicky Williams – BDM Signed Off:



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			Helen Phillips – Chair of Trustees
12	23.1.24	Section added on lapsed volunteers re-starting volunteering in relation to safer recruitment practices	Vicky Williams – BDM Signed Off: Helen Phillips – Chair of Trustees
13	3.4.24	Settling differences section updated	Vicky Williams – BDM Signed Off: Helen Phillips – Chair of Trustees
14	13.6.24	Updated Related Challenge Wales policies section and added Revision Log	Vicky Williams – BDM Signed Off: Helen Phillips – Chair of Trustees



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