

THE ROYAL LIFE SAVING SOCIETY

POLICY NO:	RLSS016
POLICY:	VOLUNTEER MANAGEMENT
ORIGINAL POLICY:	21 February 2017
LAST REVIEW DATE:	June 2021
REVIEW DATE:	June 2024

1. INTRODUCTION AND PURPOSE

The Royal Life Saving Society (RLSS) relies heavily on the unpaid work of volunteers and values their contribution highly.

Volunteer involvement is a two-way relationship, providing an opportunity for the RLSS to achieve its goals by involving volunteers in their activities, and for volunteers to make meaningful use of their time and skills, contributing to community and humanitarian outcomes as promoted by the RLSS.

This Policy will guide the RLSS in:

- a. incorporating the values and maximise the benefits of volunteer involvement;
- b. developing effective volunteer involvement strategies and practices;
- c. involving volunteers in meaningful and useful activities that contribute to the outcomes of the RLSS's work; and
- d. ensuring the rights of volunteers are protected and that they are supported to carry out their roles and responsibilities.

The purpose of this policy is to ensure that volunteers working within the RLSS participate in a manner that is informed, safe, significant, fulfilling and appreciated.

2. DEFINITIONS

Volunteer is a person that freely offers to take part in an enterprise or undertake a task without being paid.

3. SCOPE AND CONTEXT

This Policy includes RLSS Directors, Trustees, Staff and volunteer members of RLSS Committees and Working Groups.

This Policy should be read in conjunction with other RLSS policies including:

- RLSS002 Volunteer Expenses Policy
- RLSS006 Equal Opportunities and Diversity Policy
- RLSS007 Grievance Policy
- RLSS008 Safeguarding Policy for Adults and Children at Risk
- RLSS009 Anti-Harassment Policy
- RLSS010 Conflict of Interest and Improper Use of Information Policy
- RLSS013 Whistle Blowers Policy
- RLSS022 Privacy and Data Protection Policy.



4. POLICY STATEMENTS

4.1 General Statements

- a. All volunteers shall be treated with respect and with gratitude for their contribution.
- b. Volunteers shall be engaged at the discretion of the RLSS leadership and management team.
- c. Volunteers shall carry out duties assigned by the RLSS leadership and management team.
- d. All volunteers shall be as far as possible protected from harm and shall be relieved of liability for acts performed in the discharge of their volunteer functions.

4.2 Responsibilities

- a. The responsibilities of the volunteers within the RLSS shall be as outlined in the Supplemental Charter, By Laws, Regulations, relevant Position Outlines and Terms of Reference.
- b. The responsibilities of the volunteers shall be under the leadership and management of the Chair and/or Secretary of the Council, Board, Committee or Working Group of which they are a member.
- c. The elected or appointed Chair shall ensure that each volunteer is recruited to the respective position with existing skills and competencies to complete the responsibilities.
- d. The Chair may arrange any supplemental training that may be required to enable the volunteer to adequately fulfil their functions.
- e. The Deputy Commonwealth President shall report to the Board of Trustees on the RLSS's volunteer programme.

4.3 Procedures

a. Recruitment

- i. Volunteers are selected based on interest, knowledge, and skills or attributes relevant to the role, and consistent with anti-discrimination legislation.
- ii. Screening processes are applied to volunteer roles that help maintain the safety and security of service users, employees, volunteers and the RLSS.
- iii. Recruitment of volunteers shall take into account the RLSS's commitment to diversity and anti-discrimination.
- iv. Recruitment may take one of two forms:
 1. There will be an open call for nominations where RLSS can accept any number of nominations and/or self-nominations. Local Member Organisations will be advised of receipt of a nomination for relevant input. Here the application will be made by the individual. A specific nomination form shall be used for this procedure.
 2. There may be a specific recruitment where RLSS Member Organisation will be asked to nominate one person (or a specified number of individuals) for the post. Here the nomination will be made by the Member Organisation but also signed by the nominee. A specific nomination form that is different to the one above shall be used for this procedure.

b. Induction

- i. All volunteers shall be provided with an induction to the RLSS that shall as a minimum include governance and operational matters.
- ii. All volunteers will be expected to familiarize themselves with the information contained on the RLSS web site.

c. Development

- i. All volunteers shall be offered appropriate information, resources and support to discharge their functions.



- ii. All volunteers may be offered relevant training, as deemed necessary by the Chair to discharge their functions and successful completion of this training shall be a condition of carrying out these functions.
- iii. Volunteers' knowledge and skills may be reviewed to identify support and development needs.

d. Supervision

Volunteers are provided with supervision and support that enables them to undertake their roles and responsibilities.

e. Workplace Safety and Wellbeing

- i. Effective working relationships with employees, and between volunteers, are facilitated by the RLSS.
- ii. The RLSS will ensure processes are in place to protect the health and safety of volunteers in their capacity as volunteers.
- iii. Volunteers in the RLSS have access to complaints and grievance procedures.

f. Communications and engagement

- i. The majority of volunteer communication and meetings are undertaken virtually. It is therefore required that volunteers have reliable access to the internet, a dedicated e-mail address which is checked frequently and the capacity to participate in on-line meetings (e.g. Skype).
- ii. The RLSS will work with individuals to find alternate mechanisms to participate where local conditions are such that on-line access is not feasible and/or reliable.

g. Reimbursement

- i. Due to its limited resources RLSS is generally unable to reimburse expenses.
- ii. Should a volunteer anticipate a reimbursement they should seek a formal response from the Deputy Commonwealth President, Treasurer or the Operations Manager prior to incurring any expense.
- iii. In situations where expenses are reimbursed they will be reimbursed in accordance with the Volunteer Expense Policy.

h. Dispute resolution

All volunteers shall be entitled to appeal to the procedures set out in the RLSS Grievance Policy (RLSS007).

i. Volunteer recognition

The RLSS, through its Honours programme, regularly acknowledges contributions made by volunteers and the positive impact on the RLSS and the community. This volunteer acknowledgement is appropriate to the volunteer role and respectful of cultural values and perspectives.

j. Quality and continuous improvement

Opportunities are available for volunteers to provide feedback on the RLSS's volunteer involvement and relevant areas of the RLSS's work.

k. Volunteer performance

- i. It is expected that each volunteer in accepting the role to which they may be elected or appointed will assume their responsibilities to the best of their abilities.
- ii. It is further expected that each volunteer responds to requests for information or action in reasonable time and advise their supervisor of any short-term participation limitations as and when they may arise.



- iii. Volunteers who are not actively engaged will be counselled. A continued failure to actively contribute will result in their being replaced.

5. ACCESS TO POLICY

This policy will be available for viewing by any person on RLSS's website or a copy will be sent upon request.

6. FURTHER INFORMATION

For further information on volunteer management within RLSS, please contact:

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