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VOLUNTEER MANAGEMENT POLICY

Dated 16th April 2026

Purpose

This policy explains how the charity engages with volunteers and ensures their experience is positive, fulfilling, and safe. It demonstrates commitment to fairness, equality, and the legal protection of volunteers. Key principles include acknowledging volunteers as vital contributors, complementing paid staff roles, and respecting diversity and inclusion.

Definition and Scope

A volunteer is someone who freely provides time and skills without financial gain, contributing to the organisation and community benefit. This policy covers regular, short-term, and one-off volunteers, as well as their relationship with the charity and staff.

Recruitment and Selection

- Promote opportunities widely and inclusively, ensuring accessibility.
- Provide clear role descriptions detailing tasks, skills, and time commitment.
- Conduct informal interviews, application forms, and references.
- For roles involving vulnerable people, a DBS (Disclosure and Barring Service) check is required.

Induction, Training, and Supervision

- **Induction:** Covering responsibilities, policies, health and safety, and organisational values.
- **Relevant training:** For their tasks, including safeguarding where needed.
- **Ongoing support and supervision:** With a named contact for any queries or issues.

Volunteer Agreement

A written volunteer agreement clarifies expectations without creating a contract of employment. It covers:

- Nature of role and responsibilities.
- Compliance with policies (data protection, health and safety, safeguarding).
- Code of conduct and confidentiality.
- Payment of reasonable out-of-pocket expenses only.

Recognition and Retention

Volunteers should be:

- Welcomed and thanked formally (letters, badges, events).
- Recognised in newsletters, annual reports, or social media.
- Provided opportunities for personal development and feedback.

Health and Safety

- Volunteers are to be made aware of the safety procedures and risk assessments.
- Volunteers must receive proper training and covered by insurance during volunteering activities.

Safeguarding and Confidentiality

- Volunteers must comply with safeguarding policies for children and adults at risk.
- Maintain confidentiality and follow data protection rules for sensitive information.

Problem-Solving and Complaints

- Complaints or disputes involving volunteers, staff, or service users.
- Misconduct or breaches of policy, with access to an informal resolution or official complaints process.

Expenses and Reimbursements

Volunteers may claim reasonable expenses for travel, accommodation and other approved costs associated with performing charity duties, with clear procedures for claim approval and receipts.

Monitoring and Review

This policy is reviewed annually, or sooner to remain relevant, effective, and compliant with legal and organisational standards.

Signed



Gary Callier
Founder and Operations Manager