

Volunteer Policy

Background

Scottish Love in Action harnesses the compassion and generosity of people in Scotland to support the poorest and most vulnerable children and young people in India.

The aim of this policy is to set out our organisation's approach to volunteering. It explains the role of volunteers in the organisation and how it will treat you.

1. Aims

Volunteers are at the heart of Scottish Love in Action. We'll do everything we can to make sure you have an enjoyable and rewarding volunteer experience.

2. What can volunteers expect from us?

- ✓ We will provide an induction to Scottish Love in Action. We will give you the appropriate training and tools to carry out your role effectively and to develop with us. We will (where possible) make reasonable adjustments to volunteer roles to make them more accessible.
- ✓ We will give volunteers a voice within the organisation – we'll ask for your views and ideas whenever we can.
- ✓ We will provide funding for volunteers' out of pocket expenses. You will be given clear information about what expenses can be claimed and how to make a claim.
- ✓ We will follow the policies, procedures and standards of the organisation to ensure you have the best volunteer experience possible.
- ✓ We will resolve any concerns promptly and fairly.
- ✓ We will provide references for people who have actively volunteered their time with us.
- ✓ We will operate within the spirit of our commitment to equality, diversity and inclusion and the Equality Act 2010.
- ✓ We will provide appropriate insurance cover when you volunteer with us.
- ✓ We will take reasonable steps to ensure your health, safety and welfare while you volunteer with us. In return, we expect you to follow safe ways of working.
- ✓ We will celebrate your successes and recognise your achievements.
- ✓ We will respect if you want to take a break from volunteering for a period of time.
- ✓ We will provide opportunities to upgrade/downgrade volunteer responsibilities as you desire and what is appropriate to the needs of Scottish Love in Action.
- ✓ We will collect and use your personal information - such as your contact details, application form, and references - only for purposes connected with your volunteering. We will handle your information in line with UK data protection law, including UK GDPR, and will never share it with third parties without a legitimate reason to do so. Full details of how we collect, use, store and protect your personal information are set out in our Privacy Policy, which will be shared with you when you begin volunteering and is available on request from any employee or by emailing hello@scottishloveinaction.org

3. What do we expect from volunteers?

- ✓ You'll engage with your volunteering to the best of your ability and in line with our policies.
- ✓ You'll perform tasks and undertake training in line with your volunteer role.
- ✓ You'll support our values and show respect to your fellow volunteers, trustees and employees.
- ✓ You'll act with integrity and respect the confidentiality of the organisation.

- ✓ You'll bring any comments or concerns you might have to the attention of your employee contact at Scottish Love in Action.
- ✓ You'll maintain the good name and reputation of Scottish Love in Action throughout your time as a volunteer.
- ✓ You'll provide Scottish Love in Action with as much notice as possible if you cannot volunteer because of illness or a holiday, for example. You'll also provide Scottish Love in Action with as much notice as possible if you need to stop volunteering.
- ✓ You'll treat any personal information you come across in your role - including information about other volunteers, or employees - with care and discretion. You'll only access, use or share personal data when it is necessary for your volunteering role, and you'll follow our Privacy Policy and Data Protection guidance when doing so. If you are ever unsure whether it is appropriate to share information, please check with a Scottish Love in Action employee before doing so.

4. How we recruit volunteers

4.1 We will promote volunteer opportunities in various ways, including:

- word of mouth
- communications with existing supporters e.g. our website, e-newsletter
- third party organisations e.g. Edinburgh University Students Association (EUSA)
- third party websites e.g. Reach volunteering

4.2 Written role descriptions will explain what we expect from a volunteer regarding time commitment, necessary skills, experience, what tasks you will complete, and what you can gain from volunteering.

4.3 To help us consider prospective volunteers, we require volunteer applicants to complete a volunteer application form (or CV plus covering letter for trustees) and to provide two references. In line with the charity's Safeguarding and Protection of Vulnerable Groups Policy, at least one reference should preferably not be associated with Scottish Love in Action.

4.4 You will complete a volunteer agreement confirming that you understand the specific policies that affect you in your role and you will be given any help and assistance you might need to do this.

5. Document History

Distribution	This policy will be made available to existing and prospective volunteers, trustees, employees, and other audiences as relevant
Original Policy Date	Unknown
Date of Approval	This policy was approved by the Board of trustees in June 2026
Date of next scheduled review	This policy is due to be reviewed by the Board of trustees in June 2029