

# Volunteer Management Documents

Having the right policies and documents in place before recruiting volunteers helps everyone start with clear expectations.

These resources don't need to be lengthy or complicated, but they should reflect your organisation, your values, and the types of volunteering you offer.

## Health & Safety Policy

This policy outlines how your organisation provides a safe environment for volunteers, staff and visitors. It should explain health and safety responsibilities, how hazards and incidents are managed, and what volunteers need to know to keep themselves and others safe. Organisations should already have this policy in place if they have any paid staff.

## Complaints and Resolution Policy

A clear complaints process helps ensure concerns are managed fairly, consistently and confidentially. It should outline how complaints can be raised, how they will be investigated, and the steps taken to reach a resolution.

## Volunteer Policy

This is the overarching policy that explains how volunteers are recruited, supported and managed within your organisation. It typically covers recruitment, induction, training, supervision, recognition, confidentiality, health and safety, and ending a volunteer relationship.

## Code of Conduct

Sets out the standards of behaviour expected of volunteers, helping create a respectful, safe and inclusive environment. It outlines expectations around professionalism, confidentiality and appropriate conduct, and can be a standalone document or included in your Volunteer Agreement or Handbook.

## Volunteer Application Form

An application form gathers the information needed to determine whether a volunteer is a good fit for a role. It usually includes contact details, availability, relevant skills and experience, and any role-specific information required during recruitment.

## Volunteer Agreement

A Volunteer Agreement records the mutual expectations between the volunteer and the organisation. While it is not an employment contract, it clarifies the volunteer's role, the support they will receive, and each party's responsibilities. It may include the Code of Conduct.

## Role Descriptions

Every volunteer role should have a clear role description outlining its purpose, key responsibilities, time commitment, required skills, reporting lines, and any training or checks needed. Clear role descriptions help recruit the right volunteers and set expectations from the outset.

## Volunteer Handbook / Procedures

A volunteer handbook provides practical information to help volunteers feel confident in their role. It may include information about your organisation, day-to-day procedures, communication expectations, health and safety, and who to contact for support.



These documents should be reviewed regularly to ensure they remain current, reflect your organisation's practices, and continue to support a positive volunteer experience.