



Volunteer Policy

Introduction

The ADD-Vantage ADHD Support Services places great value on the involvement of volunteers and their contribution to its work in various ways, including:

- helping to deliver services/outreach programme to meet the needs of our clients;
- providing new skills and perspectives;
- fundraising; and
- helping to run events.

Volunteers make a vital contribution towards the our aims and objectives, and help to enhance the range and quality of services provided by giving their time, skills, knowledge or experience.

Policy Statement

The ADD-Vantage ADHD Support Services is committed to best practice in the recruitment, support and management of volunteers. This policy covers volunteers who help outreach programmes including Coffee & Connection and The Spark Squad and any other services as requested from time to time.

We agree to:-

- To provide thorough induction on the work of *The ADD-Vantage*, its purpose, the volunteering role, and the training necessary to assist you in meeting the responsibilities of your volunteering role.
- To define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work
- To provide a main point of contact and will arrange to meet with you to discuss your volunteering and any associated projects and to whom any concerns or questions can be raised.
- To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.

Recruitment

Policy Owner: *Pippa Simou/The Add-Vantage*

Date Policy approved: *01/09/2025*

Next review Date: *01/09/2028*

The ADD-Vantage ADHD Support Services is committed to equal opportunities. If a volunteer has a special need or disability that makes their involvement difficult, every effort will be made to involve them. The acceptance of volunteer assistance for a particular role is made on merit, with the sole selection criterion being the individual's suitability to carry out agreed tasks.

Information about volunteers which are not relevant to the performance of the volunteering tasks concerned will be disregarded by the organisation in terms of recruitment and selection. Personal information recorded about volunteers is stored and maintained securely as outlined in The ADD-Vantage ADHD Support Services' Privacy Policy.

Volunteers will be given an appropriate level of scrutiny for the volunteering task to be assigned to them.

Support, Supervision and Recognition

Pippa Simou will be your main contact and will hold responsibility for providing information on The ADD-Vantage ADHD Support Services, its policies and provide support for the duration of their volunteering assignments. Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

The ADD-Vantage ADHD Support Services encourages feedback and volunteers will be given the opportunity, where relevant, to share their views and opinions.

The ADD-Vantage ADHD Support Services will seek to recognise volunteers' achievements and contributions in a variety of ways.

Expenses

The ADD-Vantage ADHD Support Services values the contribution of our volunteers and aim to ensure there are no barriers to involvement. We will not expect you to be 'out of pocket' nor ask you to cover any costs. Should you incur expenses as a result your volunteering – this will be discussed and agreed to prior to the expense occurring.

The process for claiming back any expenses, will require an expense form to be completed and production of receipts as evidence of the expenditure. Volunteers will be given clear guidance on what expenses can be claimed from the organisation and how these should be calculated.

The ADD-Vantage will reimburse the cost of travelling from your home to the setting to carry out the role. This is paid at 0.45p per mile.

Insurance

Volunteers are covered by The ADD-Vantage ADHD Support Services' Public and Employer's Liability Insurance. The organisation does not insure the volunteer's personal possessions against loss or damage.

Confidentiality

Policy Owner: Pippa Simou/The Add-Vantage

Date Policy approved: 01/09/2025

Next review Date: 01/09/2028

The ADD-Vantage ADHD Support Services places significant importance on the confidentiality and security of individuals' personal information and we will always try to take appropriate precautions. Volunteers must ensure sensitive information remains confidential; this includes the personal information of supporters, volunteers, or attendees, as well as information relating to the overall business that you may be privy to as a result of your volunteer role.

Resolving Problems

The ADD-Vantage ADHD Support Services aims to treat all volunteers fairly, objectively and consistently and seeks to ensure that volunteers' views are heard, noted and acted upon promptly. We will aim for a positive and amicable solution in accordance with the procedures in its Complaints Policy. Volunteers are encouraged to raise any problems with their designated person (Pippa Simou) at the earliest opportunity, so that issues may be resolved promptly and informally.

Summary: Rights and Responsibilities

The ADD-Vantage ADHD Support Services recognises the rights of volunteers to:

- know what is (and what is not) expected of them
- have adequate support in their volunteering
- receive appreciation
- volunteer in a safe environment
- be insured
- know their rights and responsibilities if something goes wrong
- receive relevant out-of-pocket expenses
- receive appropriate training
- be free from discrimination
- be offered the opportunity for personal development

The ADD-Vantage ADHD Support Services expects volunteers to:

- be reliable and honest
- respect confidentiality
- make the most of training and support opportunities
- carry out tasks in a way that reflects the aims and values of the organisation
- carry out tasks within agreed guidelines
- respect the work of the organisation and not bring it into disrepute
- comply with the organisation's policies

This policy is to be read in conjunction with the following policies:

- Safeguarding and Child Protection Policy
- Complaints Policy
- Privacy Policy
- Code of Conduct

Policy Monitoring

The Add-Vantage commits to reviewing this Policy is on a three-yearly cycle.

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