



## Volunteer policy May 2023

Volunteers are an important part of the work of charities and non-profit organisations like Music Anywhere. Not only do volunteers offer their time, expertise and skills, but are representative of our communities.

Music Anywhere has a volunteer manager handbook to supplement this policy, in addition to a volunteer handbook.

**Please note:** our musicians are not volunteers, they are paid freelancers and have a separate code of conduct and handbook.

Volunteers will only be sought where there is a need, and a paid role is not suitable. They will not be used in lieu of paid staff. They will be;

- Advertised for and provided with a full role description and provided with the full expectation of the role
- Recruited through an application and interview process
- Inducted and trained
- Regularly reviewed and supported with a named volunteer manager

### Expenses

Volunteers are not free. They take time to manage effectively for both parties to get the most from the volunteering opportunity. Volunteers offer their time and expertise and should never be out of pocket as this could be a barrier for some people who would like to get involved. All volunteers are encouraged to claim expenses.

Payments will be made on a Monday, weekly.

### Common volunteer expenses (also found in the handbook)

All expenses to be incurred by the volunteer must be **agreed via written permission** by the volunteer manager in advance, including the below;

Mileage:	45p per mile
Breakfast:	£5.00 per day/event
Lunch:	£6.50 per day/event
Dinner:	£15.00 per day/event



### **Comments and complaints**

Volunteers are valued by Music Anywhere and must be able to share their compliments, comments and complaints without reprisal.

### **Expectations and code of conduct**

The expectation for the role must be clear in the role description (e.g. hours, expertise needed, materials provided).

All volunteers must adhere to the code of conduct, which is in the handbook. If a volunteer does not adhere to the code of conduct a fair process to discuss what has happened must followed. Volunteers must;

- Not bring the organisation into disrepute
- Not act outside of their remit
- Not make any purchases/expenditure without prior approval

In the first instance the volunteer should have a written explanation of concerns.

### **Valuing volunteers**

Volunteers should always know they are important to us and that they are valued members of our team.