

Luna's Fund

Volunteer Management Policy

Luna's Fund places great value upon the involvement of volunteers and their contribution to our work, including:

- fundraising;
- organising and running events;
- helping to deliver services to meet the needs of our beneficiaries;
- providing administrative and/or organisational support;
- developing new skills and perspectives.

Our volunteers make an essential contribution towards the charity's aims and objectives, helping to deliver and further enhance the volume, range and quality of services provided by the charity by giving freely of their time, skills, knowledge and/or experience.

Policy Statement

Luna's Fund is committed to safe and secure practice in the recruitment, support and management of volunteers. This policy covers all volunteers acting for or on behalf of Luna's Fund and is underpinned by the following principles:

- Luna's Fund expects that Trustees and staff will work positively with volunteers and, where appropriate, will actively seek to involve them in the charity's work;
- Luna's Fund recognises that volunteers require satisfying and rewarding activity and will help and support volunteers in making their contribution.

Recruitment and Selection

Luna's Fund is committed to equality of opportunity and believes that volunteering should be open to all regardless of a person's age, disability, race or ethnicity, religion or belief, gender or gender identity, gender reassignment, sexual orientation, pregnancy or maternity, marriage or civil partnership, political beliefs.

If a volunteer has a characteristic, special need or disability that makes their involvement more challenging, then every effort will be made to involve them. An explanation will be given if that is not possible.

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 is 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 Luna's Fund's Privacy Statement.

Volunteers will be given an appropriate level of scrutiny for the volunteering task to be assigned to them. A clear description (verbally and in writing) of the volunteer's role will be given.

Support, Supervision and Recognition

In certain roles, a lead volunteer will have a designated Trustee, who will be responsible for providing information on Luna's Fund, our policies and provide support for the duration of their volunteering

assignment. Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

Luna's Fund encourages feedback and volunteers will be given the opportunity, where relevant, to share their views and opinions with the charity's Trustees and staff.

Luna's Fund will seek to recognise volunteer achievements and contributions in a variety of ways, such as internal awards, website articles, newspaper articles and thank you letters.

Expenses

Luna's Fund values the contribution of our volunteers.

Although we are a small charity, we aim to ensure there are no barriers to involvement, so, in some specific circumstances, it may be possible for our Trustees to approve a contribution towards certain expenses incurred in the course of volunteering, such as travelling (at the mileage rate of 45p per mile) or reasonable subsistence. Each case will be judged on its merits, needs to be approved in advance and must be supported by receipts and a signed declaration (so that we can provide transparency that the charity's funds have been properly appropriated).

Luna's Fund's volunteers are covered by our Public and Employer's Liability Insurance, however, we do not insure the volunteer's personal possessions against loss or damage.

Confidentiality

Luna's Fund places significant importance on the confidentiality and security of individuals' personal information and we will always aim to take appropriate precautions. Volunteers must ensure sensitive information arising from their voluntary role remains confidential; this includes the personal information of Trustees, beneficiaries, donors and fellow volunteers, as well as information relating to the overall business of the charity. Failure to maintain confidentiality is likely to result in the termination of a volunteer's relationship with Luna's Fund.

Resolving Problems

Luna's Fund 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 Handling Policy. Volunteers are encouraged to raise any problems with the lead volunteer for the activity or, where assigned, with their designated Trustee, at the earliest opportunity, so that issues may be resolved promptly and informally.

Summary: Rights and Responsibilities

Luna's Fund 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 what to do if something goes wrong;
- receive appropriate training;
- be free from discrimination;
- be offered the opportunity for personal development.

Luna's Fund expects volunteers to:

- be reliable and honest;
- respect confidentiality;
- respect the protected and other characteristics of fellow volunteers, donors, Trustees and beneficiaries, as well as the members of the public that we come into contact within the course of the charity's work (these include age, disability, race or ethnicity, religion or belief, gender or gender identity, gender reassignment, sexual orientation, pregnancy or maternity, marriage or civil partnership, political beliefs);
- make the most of training and support opportunities;
- carry out activities and tasks in a way that reflects the aims and values of the organisation;
- carry out activities and tasks within agreed guidelines and resource allocation;
- respect the work of the charity, our beneficiaries and not bring our good name into disrepute;
- comply with our policies.

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

- Safeguarding Policy;
- Privacy Notice for our Trustees, Staff, Volunteers and Contractors;
- Complaints Handling Policy.

Review

This policy will be reviewed by end of February 2026.