

Volunteering Policy

1 Our approach to Volunteering

- 1.1 Octavia's Community mission is tackling inequality by empowering people to live well and connect. One of the ways we do this is by offering opportunities to volunteer. Our volunteers supplement the work of paid staff and are not used to replace the work that paid staff undertake. Our volunteers help to support people of all ages and backgrounds affected by unemployment, ill health, social isolation or low incomes across central and west London.
- 1.2 We recognise the great contribution made by volunteers and will offer training and support appropriate to the volunteer role. It is our ambition to ensure that anyone who volunteers with us feels valued, understood and proud to be part of Octavia.
- 1.3 Through our volunteering programme we aim to support our projects:
 - Befriending, outreach and activities for older and other vulnerable isolated people
 - Base@The Reed, our creative youth provision for innovative digital activities
 - Base Productions, our youth-led production company
 - Raising valuable funds through retail volunteering in our Octavia Foundation charity shops
 - Office-based or remote administrative and support roles across Octavia

And provide volunteers with:

- Worthwhile opportunities to support members of their local community
- Roles that give those seeking work, the skills and confidence to embark on paid work in the future
- A way to share their skills, passion and dedication to benefit others
- Opportunities to meet new people and learn new skills in a positive and supportive environment

2 What we mean by

- **Volunteers:** Any individuals or groups of individuals who support our projects or fundraising efforts, without receiving payment for their support.
- **Expenses:** In certain circumstances, volunteers may claim expenses for costs reasonably incurred as part of their role (e.g. travel/refreshments) and this is outlined on commencing their role.

3 Our Volunteer Programme

- 3.1 We commit to the following actions:

- Publicising all volunteer roles using our website and other media channels
- Providing information promptly to potential volunteers on request
- Processing applications promptly and providing feedback to all applicants
- Recruiting and supporting volunteers in alignment with Octavia’s Equality, Diversity and Inclusion (EDI) strategy, ensuring as much as possible that we support those from underrepresented groups to volunteer with us without barriers
- Requesting references and DBS checks where required (with applicant’s consent)
- Discussing volunteering opportunities with applicants promptly and providing feedback
- If appropriate, signposting applicants to alternative providers or opportunities
- Providing successful applicants with an induction with their supervisor, ongoing support and training
- Regular support from the volunteer’s supervisor and the Volunteer Team, and a chance to regularly give and receive feedback, for example via regular Impact Surveys. This helps us to improve our service, including when a role comes to an end.

4 How we will manage your personal data

- 4.1 At Octavia, we take confidentiality and data protection very seriously. In order to protect personal information of our donors, staff, volunteers and residents we adhere to GDPR law. This means we promise to process your data: Lawfully, fairly and transparently.
- 4.2 If you want to know more about how we protect your data then please see our privacy statement: https://www.octaviafoundation.org.uk/privacy_cookie_policy

5 Equality, Diversity and Inclusion

- 5.1 We will apply this policy fairly and consistently. We will deliver all services and activities within the spirit and context of current Equality legislation including the Equality Act (2010).
- 5.2 We will not discriminate against any person or group of persons on the grounds of: age; disability; gender reassignment; marriage or civil partnership; pregnancy or maternity; race; religion or belief; sex; sexual orientation.

6 Contact for further information

If you want to know more about our fundraising, please contact our Volunteering team on **020 8354 5500** or by email at volunteering@octaviafoundation.org.uk

7 Associated documents

Volunteer Handbook (2023)

Revision History		
Date	Reviser	Revision Detail
23/03/2023	ES: Head of Communities, Fundraising & Resilience	Updated into new format

Title: Volunteering Policy | Policy Owner: Head of Communities, Fundraising and Resilience | Endorsed by: Head of Communities, Fundraising and Resilience | Approved by: Assistant Director, Care, Support and Communities | Approval date: 13/07/2023 | Effective from: 13/07/2023