



National Tremor Foundation Draft Volunteering Policy

Our volunteering philosophy is that the organisation is based on the work of volunteers who are drawn from our supporters and without whom we could not function. Volunteers are the essence of the organisation and its work.

Recruitment

People who wish to be involved on a voluntary basis make contact through the office, at awareness days, at conferences, or through the support group co-ordinator. All volunteers complete a form with details, which are kept in the office. All volunteers have a DBS check, the results of which are kept in the virtual office.

Induction

Support group leaders receive a set of guidelines which they sign to say that they agree to comply with them. This is accompanied by a face to face or Zoom conversation with the support group co-ordinator. Other volunteers receive a basic induction via a leaflet, setting out the mission of the National Tremor Foundation and what is expected of them in their role, and contact details for support. Support is generally provided by the manager, details of which are provided in the leaflet.

Volunteer Voice

Volunteers get an opportunity to voice their views and experience at our conferences. Views can also be expressed through the support group co-ordinator, trustees, and the manager; details of which will be included in the leaflet.

Expenses

Out of pocket travel expenses are paid where they are incurred as a result of volunteering activity. All claims are to be pre-authorised by the manager and forwarded to the office for payment.

Insurance

The organisation has employer's liability cover of up to £10million which also covers volunteers.

If a problem arises

If a problem arises on the part of a volunteer, the volunteer can raise it with any trustee for referral to the Chair, who will investigate and make a judgement about whether to discuss with

the trustee board. A small grievance sub committee will be formed to hear the grievance in the first instance, followed by an appeals process. It is important that any grievance hearings are kept confidential, to ensure that there is scope for an appeal at a later date to trustees who are not familiar with the content of the grievance.

If it comes to a trustee's notice that a volunteer is acting to the detriment of the National Tremor Foundation, a sub committee, again, will be formed to investigate and again, the same process applies, that the content of that investigation will remain confidential within that sub committee, to allow an independent appeals process to take place should it be necessary.

Ending of a Volunteer Relationship

When a volunteer comes to the end of their time with the National Tremor Foundation, they will receive a final thank you letter from the trustees.

Monitoring and Evaluation of the work of Volunteers

Support group leaders are asked to send in an update on their work to trustees, in the same way that the support group co-ordinator does now, to make sure that the trustee board is apprised of all work that is being carried out in the name of the organisation by volunteers. The manager keeps details of all numbers of volunteers for monitoring purposes and for presentation to potential and current funders in order to demonstrate the value of the unpaid work that is carried out within in the organisation.