

## Refugees Welcome Volunteer Support Policy

Refugees Welcome recognizes the significant and valuable role that volunteers have in creating and implementing our services and believes that volunteering should be a worthwhile and rewarding experience for volunteers, with volunteers encouraged and supported at every stage.

For the purpose of this policy, a volunteer is a person who does voluntary work on behalf of Refugees Welcome, with voluntary work defined as:

*“Any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives, or to benefit the environment”* (Helping Out Survey - volunteering England 2007).

Refugees Welcome believes that its relationship with its volunteers is one of mutual responsibility and commitment within which both the organization and its volunteers have rights and responsibilities.

This Policy sets out Refugees Welcome responsibility to offer Volunteer support to the organization and volunteers and covers volunteers working on any Refugees Welcome project.

**Anne Towers - Trustee**  
**Version 2 Jan 22**

**Date Adopted: 31.1.22**

# REFUGEES WELCOME

*Westminster Road, Macclesfield SK10 1BX (Reg Charity No 1169909)*

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## **Volunteer Support Role and Responsibilities**

Refugees Welcome contracts with the Council for Voluntary Service Cheshire East (CVSCE) to provide a named person who will carry out all Recruitment, HR and Volunteer Support functions on behalf of Refugees Welcome.

Volunteer Support Worker Responsibility to the Trustee Board of Refugees Welcome:

- The Volunteer Support worker will work with volunteers in conjunction with a named Trustee depending on the RW project in which the volunteers is involved.
- The Volunteer Support worker and an appropriate Trustee, (where possible) will meet with prospective volunteers to explain the scope of RW projects and the work of volunteers within it.
- The Volunteer Support worker will process application forms, request references and organize DBS checks as necessary.
- The Volunteer Support worker will hold all volunteer HR information, refugee family information and all contact information between volunteers and families on a secure CVSCE 'Teams' system in line with GDPR requirements and the need to maintain records for transparency.
- The Volunteer Support worker will provide reports on all volunteer activity and provide updates on work with the refugee families to the Trustee board meetings via the Trustee Board meetings
- It will be the responsibility of the Volunteer Support worker to ensure that the Volunteer Information is kept in accordance with current legislation and best practice in relation to managing and supporting volunteers.
- The Volunteer Support worker will hold regular meetings by phone, Teams/ Zoom or in person with the named Trustee to discuss any issues with Volunteers or families.

Volunteer Support worker responsibility to the Volunteers:

- The Volunteer Support worker will supply all volunteers with a Volunteer Agreement, which outlines the voluntary arrangement between the volunteer and Refugees Welcome, and a Confidentiality and Information Sharing Statement. Both these to be signed by the volunteer and returned to the Supervisor for recording. All volunteers are asked to confirm they have attended Induction and Boundaries training and have read and understood their responsibilities under the Adult and Children & Young People safeguarding Policies. The Volunteer Support worker will also sign the Volunteer Agreement on behalf of Refugees Welcome.
- All volunteers will receive an induction, led by the Volunteer Support worker and (where possible) an appropriate Trustee. This will be in keeping with the duration and nature of the volunteering activity.
- The Induction to the organization will ensure that volunteers are aware of the Volunteers' policies, procedures and forms and their responsibilities as a Refugees Welcome

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Volunteer to the family they are assigned to. Policies, Procedures and forms are available on the Refugees Welcome website [refugeeswelcome.co.uk](http://refugeeswelcome.co.uk) and the Volunteer Support worker will ensure all volunteers know how to access these.

- The Volunteer Support worker will make volunteers aware of the need to work within the policies and 'Guidelines for Good Practice' and boundaries set out by Refugees Welcome.
- The Volunteer Support worker will give volunteers up to date contact information for the Supervisor.
- The Volunteer Support worker will make volunteers aware of the need to make appropriate reports on all their contact with their assigned family as necessary and the reporting structure for any problems or issues of concern.
- The Volunteer Support worker (or in her absence an appropriate Trustee) is the first point of contact for volunteers to raise any concerns about any aspect of their relationship with Refugees Welcome or the refugee family.
- The Volunteer Support worker will ensure volunteers have adequate support to perform their tasks effectively and safely and provide Risk Assessments for the activity in conjunction with the Trustees.
- The Volunteer Support worker will assign new volunteers a 'buddy' volunteer for the first few months of contact with the family at least, or for new projects pair up volunteers.
- The Volunteer Support worker will provide volunteers with on-going support (or in her absence the named Trustee) for their contact with the family. This will include one-to-one meetings, either face to face or by telephone, when necessary for the activity and the opportunity to take part in regular volunteers' meetings, face to face or on Zoom as seems most suitable.
- If volunteers are unable to attend group meetings the Volunteer Support worker will send out minutes to update all volunteers on what was discussed. Or if necessary, speak to individual volunteers.
- Training and support will be offered to volunteers along with opportunities to provide feedback to support organizational learning and development

## Complaints:

- Refugees Welcome aims to identify and solve problems at the earliest possible stage. Volunteers are advised to discuss any concerns with the Volunteer Support worker at the earliest opportunity so that these can be addressed informally, if possible, by the Volunteer Support worker
- Policies and procedures are in place to deal with complaints either by or about volunteers or the organization. Volunteers will be made aware of the Policies on the Refugees Welcome Website and copies of the relevant Policy setting out how to make a complaint can be sent to individual volunteers on request.
- The Volunteer Support worker will notify any volunteer where a concern has been raised either informally or formally and offer support where appropriate within the Policy of RW.

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**Reviewed: April 2025**

**SIGNED BY: Nicky Campbell**  
**[Trustee/Chair of Trustees]**

**DATE: 24.4.25**

**POSITION in REFUGEES WELCOME: Chair of Trustees**

**Review date: April 26**