Volunteer Management Policy

United African Association

Registered Charity CIO 1192725
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www.uaassociation.org

Policy owner	Board of Trustees
Version	1.0
Approval status	Approved by the Chair
Approval date	October 2026
Next review	October 2027
Applies to	Trustees staff volunteers contractors and relevant partners

Purpose

This policy provides a fair and safe framework for recruiting, supporting and ending the involvement of UAA's large and diverse volunteer team.

Scope

This policy applies wherever UAA works, including Barratt House, Leicester Street Community Centre, partner venues, the foodbank and food larder, community meals, welcoming spaces, youth activities, football, swimming, wellbeing sessions, allotment work, trips, outreach, home or hospital visits, online sessions, social media and transport arranged by UAA.

Legal and good practice framework

- Equality Act 2010
- Safeguarding and DBS legislation applicable to the role
- Data Protection Act 2018
- National Minimum Wage Act principles distinguishing genuine volunteering from employment

Responsibilities

Role	Responsibility
Board of Trustees	Approves the policy, receives assurance, provides resources and remains accountable.
Chief Executive or delegated manager	Implements the policy, allocates competent leads and escalates significant matters.
Policy lead	Maintains procedures, records, training and contact details and reports themes to trustees.
Staff volunteers and contractors	Follow the policy, attend required training and report concerns promptly.

Volunteer relationship

Volunteering is unpaid and does not create an employment contract. UAA and the volunteer make mutual expectations clear without creating contractual hours or obligations. Approved out-of-pocket expenses may be reimbursed under the expenses procedure.

Recruitment and induction

Roles have clear tasks, boundaries, supervisor, location, training and checks. Volunteers receive induction on safeguarding, conduct, confidentiality, health and safety, incident reporting and the limits of advice. Higher-risk roles follow safer recruitment.

Support and supervision

- Provide a named contact and proportionate check-ins.
- Make reasonable adjustments and use accessible communication.
- Do not leave volunteers to manage complex safeguarding, immigration, legal or mental-health crises beyond their role.

- Record training and address stress, conflict or unsafe practice early.

Expenses gifts and benefits

UAA reimburses only approved actual expenses with evidence where required. Volunteers do not accept personal payments, substantial gifts or benefits from beneficiaries and do not use UAA relationships for private business or fundraising.

Concerns and problem solving

UAA normally uses informal discussion, guidance and additional support before formal action, unless safety or serious misconduct requires immediate restriction. Volunteers may use the complaints or whistleblowing route and are protected from victimisation.

Ending a role

Either side may end the arrangement. UAA records the reason proportionately, retrieves property, removes system access, considers safeguarding or DBS referrals and offers a basic reference in line with its reference rules where appropriate.

Records and confidentiality

UAA will keep proportionate, accurate and secure records. Access is limited to people who need the information for their role. Records are retained and disposed of in line with the Data Protection and GDPR Policy and any legal, insurance or funding requirement.

Training and communication

The policy lead will include this policy in induction and arrange refresher or role-specific training where the level of risk requires it. Current procedures and reporting routes will be accessible to staff and volunteers.

Monitoring and review

The policy lead will monitor incidents, complaints, near misses, audit findings and feedback. The Board will review this policy at least annually and sooner after a serious incident, material legal or operational change, significant complaint or identified control failure.

Related UAA policies

- Code of Conduct Policy
- Safer Recruitment and Ex Offenders Policy
- Child Safeguarding Policy
- Adult Safeguarding Policy
- Health and Safety Policy
- Information Advice and Signposting Boundaries Policy

Approval

Approved by the Chair



Raymond
Chair of UAA
Approval date: October 2026
Next review date: October 2027