True North Collective Volunteering Policy

1. Purpose

This Policy explains how True North Collective (TNC) works with volunteers. Volunteers play a vital role in fulfilling TNC's mission to provide a positive, inclusive community, and this policy ensures clarity and consistency in volunteer engagement.

2. Recruitment and Selection

- **Eligibility**: We welcome volunteers who share TNC's values and mission.
- **Selection Process**: To become a volunteer you'll need to fill out an application form and have a chat with us.
- **References and DBS Checks**: Volunteers may be required to provide references and undergo a DBS check, depending on the nature of their role.

3. Training and Development

- **Initial Training**: All volunteers will participate in an initial orientation that covers TNC's mission, values, code of conduct, and policies, including safeguarding and confidentiality.

- **Ongoing Development**: Volunteers are encouraged to engage in continuous training opportunities provided by TNC to develop their skills and enhance their ability to contribute effectively.

- **4. Volunteer Code of Conduct**

Volunteers are expected to adhere to the following principles and standards, ensuring a positive and respectful environment:

- **Commitment to Core Values**: Embody TNC's core values of trust, transparency, progress, individual value, and kindness.
- **Professional Integrity**: Maintain high standards of integrity, avoiding any actions that could undermine TNC.
- **Confidentiality**: Safeguard the privacy of information shared within TNC.
- **Open Communication**: Foster honest communication, free of judgement.
- **Positive Environment**: Contribute to a respectful, discrimination-free community.

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- **Conflict of Interest**: Disclose any conflicts of interest and avoid personal gain through TNC roles.
- **Incident Reporting**: Report incidents or accidents to the designated safeguarding officer.
- **Commitment to Development**: Engage in training to enhance facilitation and volunteering skills.
- **Respect for Diversity**: Embrace and respect the diversity within TNC.
- **Adherence to Policies**: Comply with TNC policies, including data protection and safety protocols.

5. Supervision and Support

- **Point of Contact**: Each volunteer will be assigned a designated supervisor or point of contact within TNC to provide guidance, address concerns, and support ongoing development.

- **Feedback**: Volunteers will receive regular feedback to recognise their contributions and identify areas for growth.

6. Health and Safety

TNC is committed to ensuring a safe environment for all volunteers. Volunteers are expected to adhere to health and safety policies, report any hazards, and follow all safety protocols as outlined in TNC's Health & Safety Policy.

7. Problem Solving and Complaints

- Volunteers who encounter issues or have complaints can follow TNC's complaints procedure, ensuring that concerns are addressed fairly and transparently.

8. End of Volunteering

- Volunteers are free to end their engagement with TNC at any time. TNC requests that volunteers provide notice when possible to support continuity.
- TNC reserves the right to end a volunteer's role if they are found to be in breach of the Code of Conduct or policies.

9. Policy Review and Updates

This Volunteering Policy will be reviewed annually to ensure it remains aligned with TNC's mission, values, and best practices.