



## 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.

- **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.