



Volunteer Management and Supervision Policy

Policy Owner: Lets Make Change

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Approved by: Joseph Fitzpatrick

Version	Date	Author/Reviewed By	Summary of Changes	Approved By	Review Date
1.0	01/06/26	Alex Fitzpatrick	Initial policy created	Joseph Fitzpatrick	June 2027

Let's Make Change (LMC)

Volunteer Management and Supervision Policy

1. Policy Statement

Let's Make Change (LMC) recognises the valuable contribution volunteers make to the organisation and the positive impact they have on learners, families and the wider community.

LMC is committed to ensuring volunteers are recruited, trained, supervised and supported appropriately so they can contribute safely and effectively to our educational, mentoring and community-based services.

This policy provides a framework for the recruitment, induction, supervision, support and management of volunteers and ensures safeguarding, health and safety, and professional standards are maintained at all times.

2. Scope

This policy applies to all volunteers working on behalf of LMC, including those involved in:

- One-to-one tutoring;
- Group learning activities;
- Mentoring and intervention programmes;
- Community outreach activities;
- Administrative support;
- Events and enrichment activities.

Volunteers are expected to comply with all relevant organisational policies and procedures.

3. Principles

LMC is committed to:

- Treating volunteers fairly and consistently;
- Providing clear role expectations;
- Creating a safe and inclusive volunteering environment;
- Ensuring volunteers receive appropriate support and supervision;
- Promoting equality, diversity and inclusion;
- Safeguarding children and vulnerable individuals;
- Recognising and valuing volunteer contributions.

Volunteers complement the work of staff and do not replace paid positions within the organisation.

4. Roles and Responsibilities

Director and Management

Management is responsible for:

- Ensuring appropriate volunteer procedures are in place;
- Monitoring compliance with safeguarding and organisational requirements;
- Providing appropriate resources and support;
- Addressing concerns or issues relating to volunteer engagement.

Volunteer Coordinator / Designated Supervisor

The designated supervisor is responsible for:

- Recruiting and inducting volunteers;
- Providing supervision and support;
- Monitoring volunteer wellbeing and performance;
- Ensuring volunteers receive relevant training;
- Acting as the main point of contact for volunteers.

Volunteers

Volunteers are responsible for:

- Following LMC policies and procedures;
- Maintaining professional standards;
- Attending required training and supervision;
- Reporting safeguarding concerns immediately;
- Working within the boundaries of their role;
- Treating learners, staff and other volunteers with respect.

5. Recruitment of Volunteers

LMC will recruit volunteers fairly, safely and transparently.

Recruitment may include:

- Completion of an application form;
- Informal or formal interviews;
- Reference checks;

- Identity verification;
- Safeguarding suitability assessments.

Role descriptions will clearly outline:

- Duties and responsibilities;
- Time commitments;
- Required skills and experience;
- Safeguarding responsibilities.

6. Safeguarding and Pre-Engagement Checks

LMC is committed to safeguarding children and young people.

Depending on the nature of the role, volunteers may be required to undergo:

- Enhanced DBS checks;
- Barred List checks where appropriate;
- Reference checks;
- Identity verification;
- Safeguarding suitability assessments.

Volunteers must not begin regulated activity until all required safeguarding checks have been completed and approved.

7. Induction

All volunteers will complete an induction process before commencing their role.

Induction will include:

- Introduction to LMC's mission, values and services;
- Safeguarding and child protection procedures;
- Health and safety guidance;
- Lone working arrangements where relevant;
- Confidentiality and data protection requirements;
- Professional boundaries and expected conduct;
- Reporting procedures.

Volunteers will have opportunities to ask questions and seek clarification throughout the induction process.

8. Training and Development

LMC is committed to supporting volunteer development.

Volunteers may receive training in areas including:

- Safeguarding and child protection;
- Health and safety;
- Online safety;
- Behaviour management;
- Communication skills;
- Educational support techniques;
- Equality, diversity and inclusion.

Refresher training may be provided periodically to ensure volunteers remain informed and confident in their role.

9. Supervision and Support

All volunteers will receive regular supervision from a designated member of staff.

Supervision may include:

- One-to-one meetings;
- Informal check-ins;
- Session observations;
- Mentoring and coaching;
- Feedback discussions.

Supervision aims to:

- Provide support and guidance;
- Address concerns promptly;
- Monitor wellbeing;
- Encourage reflective practice;
- Promote positive volunteer experiences.

Volunteers should feel comfortable raising concerns, questions or suggestions at any time.

10. Volunteer Conduct

Volunteers are expected to:

- Behave professionally at all times;
- Follow organisational policies and procedures;
- Maintain appropriate boundaries with learners;
- Treat everyone with dignity and respect;
- Promote a positive learning environment;
- Act in accordance with safeguarding responsibilities.

Volunteers must not:

- Engage in inappropriate relationships with learners;
- Share personal contact details with learners unless authorised;
- Use discriminatory, offensive or inappropriate language;
- Act outside the scope of their role without authorisation.

11. One-to-One Tutoring and Community-Based Work

Volunteers involved in one-to-one tutoring must:

- Deliver sessions in approved locations;
- Follow risk assessment procedures;
- Adhere to lone working arrangements;
- Inform designated staff of session locations and timings;
- Follow safeguarding and emergency procedures.

Volunteers must never arrange unsupervised sessions outside agreed organisational arrangements.

12. Safeguarding Responsibilities

All volunteers have a duty to safeguard and promote the welfare of children.

Volunteers must:

- Complete safeguarding training before working with learners;
- Understand reporting procedures;
- Report concerns immediately to the DSL or Deputy DSL;
- Never promise confidentiality regarding safeguarding matters.

LMC reserves the right to suspend or terminate volunteer activities where safeguarding requirements are not met.

13. Health and Safety

Volunteers are required to follow all relevant health and safety procedures.

This includes:

- Working in safe environments;
- Following risk assessments;
- Reporting hazards and concerns;
- Following emergency procedures;
- Reporting accidents and incidents promptly.

Where volunteers work in community settings, approved lone working procedures must be followed.

14. Confidentiality and Data Protection

Volunteers must maintain confidentiality regarding:

- Learners;
- Families;
- Staff;
- Organisational information.

Personal information must only be shared where:

- There is a legitimate organisational reason;
- Safeguarding concerns require information sharing;
- Disclosure is required by law.

Volunteers must comply with the LMC Data Protection, Privacy and Information Security Policy.

15. Equality, Diversity and Inclusion

LMC is committed to providing equal opportunities for volunteers.

Volunteers will be treated fairly regardless of:

- Age;
- Disability;
- Gender reassignment;
- Marriage or civil partnership;
- Pregnancy or maternity;
- Race;
- Religion or belief;
- Sex;
- Sexual orientation.

Discrimination, harassment or victimisation will not be tolerated.

16. Recognition and Appreciation

LMC values the contribution of volunteers and will seek to recognise and celebrate their involvement.

Recognition may include:

- Certificates of appreciation;
- Reference letters;
- Volunteer events;
- Opportunities for progression and development;
- Invitations to organisational activities and training opportunities.

Volunteers are encouraged to provide feedback to help improve services and volunteering experiences.

17. Ending Volunteer Engagement

Volunteer involvement may end:

- At the volunteer's request;
- By mutual agreement;
- Where the volunteer role is no longer required;
- Due to breaches of organisational policies;
- Due to safeguarding, conduct or health and safety concerns.

Where appropriate, volunteers will be offered an exit discussion to provide feedback on their experience.

18. Complaints and Concerns

Volunteers are encouraged to raise concerns or complaints through appropriate channels.

Concerns may relate to:

- Supervision;
- Safeguarding;
- Health and safety;
- Conduct of others;
- Organisational practices.

Concerns will be addressed fairly, confidentially and promptly.

19. Related Policies

This policy should be read alongside:

- Safeguarding and Child Protection Policy;
- Lone Working Policy;
- Health and Safety Policy;
- Data Protection, Privacy and Information Security Policy;
- Equality, Diversity and Inclusion Policy;

- Behaviour, Relationships and Anti-Bullying Policy;
- Online Safety (E-Safety) Policy.

20. Monitoring and Review

This policy will be reviewed:

- Annually;
- Following significant incidents;
- Following changes to legislation or guidance;
- Following organisational changes affecting volunteer engagement.

Volunteer feedback and organisational learning will be used to improve future practice.