



FORMERLY KNOWN AS SHABBAT WALK

# VOLUNTEERING POLICY

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*Date reviewed: January 2026*

*Date of next review: January 2027*

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Registered Charity No 1182698

**Hand in Hand has the dual aim of alleviating hardship for struggling families while empowering young people to appreciate the potential they possess to improve the lives of others.**

Our aim regarding volunteers is:

- To refine the character of volunteers by developing their compassion, altruism, creativity, perseverance, reliability, and commitment.
- To equip volunteers with life skills including leadership, communication, teamwork, initiative-taking and problem solving.
- To enhance the confidence and self-esteem of volunteers.

Volunteering is at the heart of everything Hand in Hand was built on and strives to achieve. Providing safe and suitable opportunities that aid the growth and development of our volunteers is our raison d'être.

This policy details our procedures and will be applied, as appropriate, to help each volunteer find the role he/she would most benefit from, and which will enable him/her to contribute most to our work.

Volunteer contributions will usually consist of one hour of volunteering per week, although this can vary depending on the needs of the beneficiaries and the availability of the volunteers.

Our commitment to our volunteers begets an equal commitment on the part of our volunteers to do their utmost to assist our beneficiaries.

## PROMOTION

Ways in which people can be made aware of our opportunities include promotion via:

- local community groups and high schools;
- publicity in local newsletters and publications;
- website and social media;
- friends and family who are already involved;
- networks of those who come into contact with beneficiaries.

## RECRUITMENT

All potential volunteers will need to fill out a registration form. We follow safer recruitment practices in that we:

- Inform candidates of our commitment to safeguarding those in our care.
- Plan our recruitment timeline to ensure we have enough time to vet each candidate.
- Explain that volunteers have to undergo strict vetting procedures before appointment.

- Carry out pre-employment checks, including DBS checks, qualification checks, and reference checks.
- Ensure volunteers are appropriately trained for their duties.

## INDUCTION

- Checks and administration, including policies and procedures.
- Induction into our safeguarding procedures.
- Welcome, induction and training for their role, by a team member from that area.
- Ongoing support and mentoring, and refresher training, as required.

## SELECTION

### MANDATORY REQUIREMENTS

- A commitment to adhere to our values and ethos.
- A desire to help and be kind to others.
- A pledge to follow our policies and procedures, particularly our safeguarding policy.
- Sufficient time/flexibility to be able to carry out his/her role.
- Volunteers must be aged 13 or above.

### DESIRABLE SKILLS

- Flexibility, compassion, eagerness to help, sense of fun, sense of responsibility.
- Robust academic grounding for those interested in tutoring.
- Relevant experience.
- Ability to work independently and as part of a team.
- Strong interpersonal and people management skills.
- Good verbal communicator, able to get on well with people and to ask questions positively.

## VOLUNTEER AGREEMENT

All volunteers agree to the following terms, which include our own responsibilities to them:

- **Code of Conduct.** The volunteer is issued with and agrees to abide by our code of conduct.
- **Policies and Procedures.** The charity will ensure that the volunteer is made aware of and has access to any relevant policies and procedures, such as safeguarding. The volunteer agrees to comply with these.

- **Confidentiality.** The volunteer must safeguard and not use or disclose any confidential information they have access to either whilst volunteering, or afterwards.
- **Payment.** Is limited to reasonable out of pocket expenses, subject to complying with the charity's expenses policy, such as what may be claimed, limits, approval required and providing receipts. Please speak to your coordinator for more information.
- **Data Protection.** The volunteer consents to the processing of personal data including sensitive personal data and, if they will be processing sensitive data of others, compliance with our data protection procedures.
- **Safety & Support.** The volunteer will be made aware of who will be their point of contact if they need help or have a problem, particularly relating to safety issues. The contact details of the safeguarding team are in the volunteer handbook, while all routine enquiries should be made to the assigned coordinator. Volunteers should expect to receive ongoing support throughout their time volunteering with Hand in Hand, both in terms of dealing with any issues that arise, and as relevant to the enjoyment, fulfilment and growth obtained through volunteering.
- **Training.** The volunteer will attend training when prompted to do so and will partake fully in the learning. Training will be provided at induction and annually thereafter.
- **Communication.** Maintaining effective communication with the volunteer's coordinator. This includes promptly responding to messages, attending events, and seeking clarification or guidance when needed. Volunteers should expect to receive prompt responses to / acknowledgement of their own messages.
- **Representing the Charity.** Posting about volunteering with our charity is very welcome but you must not represent the charity, or appear to represent the charity, unless you have been authorised to speak on our behalf.

## VOLUNTEER REWARD AND RETENTION

We engage and retain volunteers by ensuring that we provide them with regular feedback, ongoing support, and consistent recognition of their outstanding efforts. We provide volunteer appreciation events biannually, and select volunteers of the month each month to highlight those who have excelled in their giving. We also provide small gifts at various milestones during the year.

## VOLUNTEER PROGRESSION

We will always seek to assign volunteers to an opportunity that is best matched to their age and skills. This means we will not send younger volunteers to support people with complex needs, but it equally means that more capable volunteers will be afforded the chance to assist in more challenging circumstances to ensure their continuous growth through giving. Volunteers will be continuously monitored, so that as they mature and gain experience, they will be able to progress to other assignments that better align with their improved capabilities.