



Hay, Brecon & Talgarth Sanctuary for Refugees

Volunteer management policy

HBTSR is a charity composed entirely of volunteers who are supporters of the Charity's aims. There are no paid members of staff.

Volunteers are individuals who undertake activity on behalf of our Charity, unpaid and of their own free choice. Volunteers are not appointed and can stop being a volunteer at any time.

We have a Board of Trustees who are responsible to the Charity Commission for the activities undertaken by HBTSR. The Trustees want to be an inclusive group and therefore hold regular group meetings that are open to all supporters/volunteers to discuss all aspects of our work and help to make decisions about policies and plans.

The volunteer role is based on trust and mutual understanding; There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or to undertake particular tasks or for the charity to provide continuing opportunities for voluntary involvement, provision of training or benefits.

Volunteers can expect:

to have clear information about what is and is not expected of them
to receive adequate support and training if desired from other group members or if a clear training need is identified then training may be sourced from other organisations.

to volunteer in a safe environment

to be treated with respect and in a non-discriminatory manner

to receive out of pocket expenses

to be able to say 'no' to anything which they consider to be unrealistic or unreasonable.

to know what to do if something goes wrong.

We strongly recommend that no one should do anything that they do not feel competent to do.

We will attempt to deal with any problems informally and at the earliest opportunity. All group members can contact the Chair or Secretary or any other Trustee in the case of any difficulty.

Volunteers will be made aware of the groups complaints policy and how to use it.

They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the group .

