

The Royal Air Forces Association Volunteer Programme Volunteer Policy

Our Vision

'...to ensure that their sacrifice does not result in suffering, poverty or loneliness...'

Our Mission

'Through and with our members and supporters, to promote the welfare by charitable means of all serving and former members and their families of Our Air Forces.'

The RAF Association and applications for the policy

The Association involves volunteers in many aspects of its work, from volunteering in a welfare role through to fundraising for the charity and to supporting the RAF family in a Branch of the Association. Volunteers are vital to us.

The following policy applies to all individuals volunteering for the Association in a welfare, fundraising or general role, whether directly for the Association or for an Association Branch. For the purposes of the following policy, both Branch and all other Association volunteers will be referred to as 'volunteers'.

Commitment to volunteers

The Association is committed to working with and supporting volunteers throughout its varied work to help the RAF family. Much of the funds we receive come from the generosity of our donors and members, which is why a volunteer's donation of time is so important to us. Volunteers are integrated into the structure and operations of the charity and help us to meet the charity's aims and objectives of supporting the RAF family: providing financial aid, combatting loneliness, and ensuring that every member of the RAF family that needs our help has access to it.

The Association will take steps to ensure that volunteers are valued. Staff will be informed of the Association's policy for working with volunteers and those managing volunteers will be appropriately trained and supported, where required. Volunteers will be consulted, where possible, with regard to any changes to their roles and will be asked for their feedback through the annual volunteering survey. For more information, please see our Recognition Policy for volunteers.

Recruitment and selection of volunteers

In order to ensure we attract volunteers from all backgrounds and that our volunteer pool reflects the communities and areas we provide services in, the Association will ensure that all targeted materials to recruit volunteers are welcoming and that there are no barriers to becoming a volunteer for the RAF Association. When recruiting and selecting volunteers, the Association will take into account the principles as stated in our Diversity Policy and the Association will seek to recruit volunteers from a diverse range of backgrounds that reflects the make-up of our local communities.



All volunteers will need to complete an application form and help for completing this will be given, where required. Welfare volunteering roles and the Fundraising Team Leader role will require an interview and receipt of a satisfactory reference before the volunteer is confirmed in the role. The interviews will take place according to a set of fixed questions, with a points scoring system to ensure consistency and fairness.

Welfare volunteer roles will require volunteers to undergo a Disclosure Barring Service (DBS) clearance check (see DBS Policy for more information) which must be satisfactory. This will enable us to consider suitability for working with vulnerable people. However, if a person has a criminal record this does not necessarily stop them from volunteering for the Association and each situation will be considered on a case-by-case basis.

Volunteers must be at least a minimum age to be eligible for some volunteering roles. These are charted below:

Role	Age to be eligible to apply
Caseworker	18
Befriender	18
Fundraising Team Leader	18
Fundraiser (holding collection tin for public collections)	18
Storybook Wings Editor	16 (parental permission will be sought)

Involvement of volunteers

The Association recognises the value of volunteers from all backgrounds and with all levels of experience. As such we have reduced potential barriers to volunteering with the Association. Volunteers will be given:

- Flexibility to volunteer when it suits them and to give as much time as they can afford
- Information about the Association and the RAF
- Full training for how to carry out their role
- Support and information from a dedicated manager, according to their role
- The opportunity to volunteer in their local community

Support for volunteers

All volunteers will receive a role profile, outlining their duties and an appointed point of contact, according to the role they are undertaking. Each volunteer will be introduced to the person that will support them, upon registration and will receive support throughout their time as a volunteer, including encouragement and advice, as well as help if there is a problem.

Volunteers will be treated with respect and provided with all the information and resources they need to undertake their role effectively, as well as a supportive and encouraging point of contact. Volunteers may also be provided with risk assessments, public liability insurance for their role, a complaints procedure for if things go wrong and safeguarding training (where required).

Volunteers may be interested in the following policies available to them, which can be found on the Volunteer Portal after registering:

1. Volunteer Agreement
2. Volunteer Code of Conduct
3. Diversity Policy for Volunteers
4. Data Protection Policy for Volunteers
5. Confidentiality Policy for Volunteers
6. Health and Safety Policy for Volunteers (including information on insurance for volunteers)
7. Expenses Policy for Volunteers
 - a. Expenses Claim Form for Volunteers
8. Recognition Policy for Volunteers
9. Complaints Policy and Procedure for Volunteers
10. Personal Safety and Isolated Activity Policy for Volunteers
11. Safeguarding Policy for Volunteers
12. Disclosure Barring Service (DBS) Policy for Volunteers
13. Car Policy for Volunteers
14. Cash Handling Policy for Volunteers
15. RAF Association Gambling Policy

Induction and Training

Volunteers will receive full training and an explanation of who we are, how we support the RAF family and information about the RAF (for those who have no prior knowledge). Training will cover all aspects of a volunteer's role and for our welfare volunteers, we are proud that this training is accredited through AIM.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Out-of-pocket expenses relating to volunteering for the Association including travel, refreshments and food (where eligible) and for other costs, as agreed with their point of contact, will be reimbursed. For more details, volunteers should refer to the Expenses Policy.

Expectations of volunteers

The Association has a Volunteer Agreement which details what volunteers can expect from the Association, as well as what we expect from our volunteers. Volunteers are expected to adhere to all policies outlined in the Code of Conduct, including respect for others and adhering to all procedures as outlined in their role or instructed by their point of contact.

For more information on anything mentioned in the Volunteer Policy, please refer to the Volunteer Handbook or visit the online Volunteer Portal for details from specific policies.