

THE PERNICIOUS ANAEMIA SOCIETY



Volunteer Policy

Adopted June 2008
Revised February 2025

Volunteer Policy

1. Introduction

The Pernicious Anaemia Society aims to ensure better diagnosis and treatment for our members and sufferers of the disease who require our help and volunteers make a vital contribution to our aims. We recognise the added value that volunteers bring to our organisation and those who use our services. Volunteer involvement in this organisation does not replace or devalue the role of paid staff and Volunteers are expected to work alongside other volunteers and paid staff or contractors. In some cases, a paid member of staff or contractor may also provide volunteer services in a different area.

Within the Pernicious Anaemia Society volunteers may be involved in:

- Board of Directors/Trustees/Management Committee
- Fundraising Manager
- Fundraisers
- Administrative Assistants
- Membership Manager
- Research co-ordination
- Patient Experts
- Telephone Helpline and email helpdesk Assistants
- Information Technology, Website support
- Social Media and Communications Manager or assistants
- Library or database entry support
- Events Coordinators
- Support Group Leaders
- Support Group Coordinator
- Forum or social media moderators
- Newsletter content coordinator

This list is not exhaustive.

For key volunteer roles, a role description will be made available for recruitment or role definition purposes. In some cases, the tasks will be outlined in an email exchange or telephone call.

The Pernicious Anaemia Society aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- the tasks to be performed by volunteers will be clearly defined, so that everyone is sure of their respective roles and responsibilities.

- the organisation will comply with the principles of GDPR in the use of data held on all volunteers.
- volunteering opportunities will complement rather than replace the work of paid staff or contractors.
- where appropriate suitable information and training will be provided to help fulfil the role.
- volunteers may be provided with regular opportunities to share ideas/concerns with a named contact in line with our Support and Supervision Policy.
- all existing and future policies will be checked as to how they affect volunteers.

2. The Purpose of this Policy

By adopting this policy, the Pernicious Anaemia Society aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards and strategies of the organisation in its approach to involving volunteers;
- recognise the respective roles, rights and responsibilities of volunteers;
- confirm this organisation's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;

This policy provides an overview of the activities carried out by volunteers currently and provides a basis for the expansion, if required, for the role of volunteers alongside paid staff or contractors. This document and the associated policy, procedures and guidance provide a framework for the involvement of volunteers.

3. Recruitment and Selection

The Pernicious Anaemia Society will adhere to its [Equity, Diversity and Inclusion policy](#) when recruiting and selecting volunteers.

All potential volunteers will be asked to complete a volunteer's application/registration form.

Written task or role descriptions will outline time, commitment, necessary skills and actual duties. Where there is specific training required this will be highlighted as part of the recruitment process.

Where there is a requirement for a Disclosure Check this will be highlighted as part of the recruitment process.

All volunteers will be required to provide 2 references, but the requirement may be waived with agreement of the Chair of Trustees and/or the CEO

Where individuals cannot be placed, we will endeavour to refer them to another organisation who can support them to find a volunteering opportunity.

Support and Supervision

Once placed, we will expect volunteers to comply with existing policies and procedures. All volunteers are covered under the Pernicious Anaemia Society's Public Liability Insurance.

All volunteers will have an induction to their volunteering which will involve an overview of the relevant policies and procedures. Following Induction, volunteers will have regular support and supervision meetings with a named contact to identify areas for development, or to discuss any issues. A record of these discussions will be held as part of the individual volunteer's records. Volunteers can have access to their records at any time. Volunteers who have been issued with a PAS email address, should not use personal email addresses when addressing the Society or members. All volunteers must complete the [GDPR form](#) which will then be held on file.

Volunteers will be able to claim reasonable expenses for their volunteering in line with the Expenses Policy for Staff as set out in the Staff Handbook. Volunteers should discuss any planned expenditure prior to incurring any expenses to ensure that it will be covered by the organisation.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise their named contact to ensure that we can arrange alternative cover. If volunteers require a longer break from their volunteering, they should discuss this with their named contact. The Pernicious Anaemia Society will endeavour to be as flexible as possible to accommodate the needs of volunteers.

Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout their time with the Pernicious Anaemia Society. Opportunities for Learning and Development will form part of the discussions at support and supervision sessions. As a small charity the Pernicious Anaemia Society may not be able to fund all training or development requests but will consider reasonable requests as part of future budget planning.

Problem Solving

Where a concern is highlighted either by a volunteer or about a volunteer, the concern will be dealt with promptly and, if necessary, by using the organisation's Disciplinary, Grievance and Dismissal Policy which is set out in the Staff Handbook, a copy of which may be obtained from the Office Manager.

Responsibility

Overall responsibility for the implementations, monitoring and review of the policy and procedures lies with the Chair of Trustees who may delegate the matter to the Chief Executive Officer. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

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