



Volunteer Policy of Sunshine Wishes Children's Charity

Volunteering with Sunshine Wishes Children's Charity

About us

Sunshine Wishes Children's Charity is a Scottish charity whose aim is to fulfil dreams for sick & terminally ill children, children with learning disabilities, and kids who are underprivileged. SWCC grants wishes to children of any age. We believe that every child should experience happiness and put their illness/situation on hold - even if it is for just one day. Our mission is to make their wishes become a reality. Furthermore, we support families who desperately require essentials, such as food and clothing

Purpose of our volunteer policy

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at **Sunshine Wishes Children's Charity**. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for **Sunshine Wishes Children's Charity** you will be making a positive contribution to community development in our area. Volunteers are vital to our work.

Attracting volunteers and volunteer agreement

We have a range of opportunities for volunteers to get involved in. These can be found on our website and social media pages, such as Facebook and twitter, if anyone is interested in Volunteering then need only contact us through one of these sources.

Once we receive interest, a member of our team will get in touch with more information on specific opportunities and we can decide together which option best matches your interests and time availability and our needs. Your help will be greatly appreciated and really will make a difference.

Access Ni Checks

Some volunteer roles will require an Access Ni check to inform **Sunshine Wishes Children's Charity** of any criminal convictions that a person wishing to volunteer may have. For example, any volunteer position which involves regulated activity with children or vulnerable adults will be subject to an Access Ni check.

Induction and training

It does not matter how much you already know, as there will be opportunities to learn, and we have roles to suit every level of expertise.

There will be an induction prepared and delivered by one of our staff. This will include:

- Some information about **Sunshine Wishes Children's Charity**, our vision, mission and our plans for the future;
- the role of the volunteer.
- introduction to some volunteers.
- tour around our facilities and see some of our initiatives.
- copy of all the relevant policies including this volunteer policy and our Health and Safety, Expenses, Equality and Diversity and Conflict Management.
- essential procedures such as timekeeping, Rota.
- information about training and ongoing learning opportunities

There will be a trial period of four weeks to give **Sunshine Wishes Children's Charity** and you time to discover if you are suited to each other. A review will be made midway through the trial period and also at the end. This is not an assessment; it is just so that we can be sure that you benefit the most from the volunteering experience and maximise the time you are giving freely.

Support

Our **General Manager/Volunteer Coordinator** will offer support to you. They will remain your key contact throughout your volunteering with us. This will include regular meetings with you to discuss how you are getting on, discuss any training needs and deal with issues arising. This will also ensure that **Sunshine Wishes Children's Charity** are doing all we can to make your volunteering experience an enjoyable and meaningful one.

Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this, we will always say thank you and show appreciation for a job well done. There will always be a listening ear or shoulder to lean on.

Each year we will hold an event to come together and celebrate our achievements in the form of a celebration at Christmas. During this event you will get an opportunity to meet with other volunteers and supporters of our work and share in our plans for the future.

We will take opportunities in our website, social media sources, annual general meetings, and local and national press to praise the achievements of our volunteers.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All reasonable out of pocket expenses, if required, will be reimbursed including expenses for travel and meals (if working more than 4.5 hours in one session). To claim expenses, an Expenses Form must be completed, a valid receipt provided, and this should be handed in **at the office/to the General Manager**.

Insurance, health and safety, accidents and risk assessment

Sunshine Wishes Children's Charity has a valid insurance policy so that volunteers are covered by public liability insurance, which you are advised to read. It covers the volunteering activities you will be doing. We will keep reminding you of our Health and Safety Policy and give simple instructions on how to perform each task safely. We have clear procedures for accidents and emergencies and will always have a first aider on field sites.

Resolving problems

We hope that you will have a very enjoyable experience volunteering with us. However, if your role as a volunteer does not meet with your expectations or with the commitments, we have made to you, we want you to feel comfortable about letting us know. Firstly, talk to the person who leads the team where you volunteer, and he or she should be able to sort it out with you

before it becomes a problem. If you do not feel this will resolve matters, you can speak to **Linda Ford (General Manager.)**

Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes use of social media and contact with any press.

Equality, Diversity and Inclusion

Sunshine Wishes Children's Charity is committed to embracing diversity and promoting equality and inclusion. When representing **Sunshine Wishes Children's Charity** as a volunteer, we expect you to support our commitment to promoting equality.

Volunteering whilst on benefit

You can still volunteer with us if you are receiving benefits if we follow the legal guidelines. We have information from the Jobs and Benefits Department which we can talk through with you regarding the hours you can do and what you can claim for expenses incurred through volunteering.

Policy review

This policy is reviewed annually at our AGM on or around **6th October**.