



THE MILESTONE SOCIETY

VOLUNTEER MANAGEMENT POLICY

The Society consists solely of volunteers, both members and active supporters, and has no employed or paid staff. Governance is by an elected Executive Committee which may take decisions on behalf of the Society.

While most of the Society's roles are filled by member-volunteers, on the Committee and as Advisers (see website www.milestonesociety.co.uk), from time to time there are specific roles or tasks for which there is no identifiable expertise within the Society's members or existing supporters.

For such roles or tasks, the Society looks externally, recognising that such opportunities are likely to be beneficial for those that wish to accept the challenge, in terms of personal development, enhanced learning and new skills, as has been the case with our members.

Our Volunteer Management Policy applies to all members of the Society: executive responsibility is vested in the Committee. This policy statement aims to give guidelines to ensure that volunteers are supported when carrying out their volunteer role and to help ensure fairness and consistency when involving a diverse group of people.

1. Definition of a 'volunteer'

In The Milestone Society, a volunteer is a person who commits their time and energy to contribute to and enhance the work of the organisation on an unpaid (agreed expenses only) basis. Volunteers choose to give their time to organisations. Their time is a gift, so they are not legally bound to the organisation and cannot be compelled to do specific tasks.

2. Nature and Scope of the Volunteering Opportunity

Information about the Society's work is published on the Society's website.

We will endeavour to recruit members and other volunteers from as wide a population as feasible for a small organisation with limited resources; we positively welcome applications from those members of the community who are under-represented in our Society.

For specific volunteering roles, those who are interested will be provided in advance with full information about the role and opportunity, with a role description where appropriate.

Those who are interested in a specific volunteering opportunity will be requested to write to the Society's nominated contact (by hard copy or email), indicating why they are interested in the role and what they feel they can contribute / gain. The contact will follow this up with a brief discussion before short-listing applicants; those who are short-listed will be asked to complete a



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brief application form and, if not already known to the Society, to nominate two suitable referees.

The next stage is likely to be a discussion by phone, on line or in person, depending on location. The Society is a 'virtual organisation' and has no premises or offices, other than a registered address; all members/volunteers operate from their home bases.

Anyone not accepted for the role will, if they request, be given an explanation for that decision.

The successful applicant will be given access to full information about the Society and their role. Information on claiming expenses (which must be agreed in advance of being incurred) and other procedures will be provided.

The expectations and obligations of both parties will be agreed in writing. Feedback will continue to be given at intervals during the volunteer's performance of the role as appropriate.

Any complaint by or regarding a volunteer will be handled in accordance with the Society's Complaint Handling Policy.

4. Concluding the volunteering experience

If the volunteering opportunity is for a specific term or project, a termination date should be mutually agreed between the parties. The Society intends that the volunteering experience should be enriching for both the volunteer and those they encounter during that experience; they should be motivated to become some of our best ambassadors in the future!

6th February 2021