



Stand-by-me
Bereavement Support

Volunteering Policy

Approved by Stand-by-me Trustees: 16/11/22

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1. Introduction

Stand-by-me seeks to ensure that all children and young people in North Hertfordshire & Stevenage and their families, other caregivers, and professionals, can easily access a choice of high-quality local information, guidance, groupwork, support and counselling to enable them to manage the impact of death on their lives.

Stand-by-me offers holistic support to families facing bereavement. Our service is available for all children and young people between 0 - 18 years and their families, living in North Hertfordshire & Stevenage who have experienced a bereavement.

The objective of the volunteering policy is to ensure everyone within Stand-by-me understands why volunteers are involved and their value to the organisation. Trustees and Volunteers all adhere to the same policy.

This policy should be read in conjunction with the Volunteer Handbook or Trustee Welcome Pack.

2. Core Values

- We provide initial and ongoing training in bereavement theories and needs
- We provide training in understanding and delivering the groupwork programme
- We ensure volunteers are treated fairly
- We ensure volunteers benefit from their involvement and gain new skills
- We provide supervision to volunteers actively involved in a groupwork programme
- Volunteers do not take the place of paid staff
- Our volunteers are recognised, and their service is acknowledged.

3. Volunteer Involvement

- Our volunteer roles are clear, and an accurate role description is provided to all volunteers upon joining.
- A Bereavement Support Volunteer's (Clinical) main point of contact for training/queries is our Clinical Service Manager. Contact details are provided in the Volunteer Handbook.
- A Community Volunteer's main point of contact is the Community Volunteer Lead. Contact details are provided in the Volunteer Handbook.
- A Trustees' main point of contact is the Chair. Contact details are provided in the Trustee Welcome Pack.
- Any out-of-pocket expenses are reimbursed. Details of how to claim are within the Volunteers Handbook and Trustees Welcome Pack.
- All volunteers can join the Volunteers WhatsApp group and then will either be invited to join the Clinical or Community Volunteer WhatsApp Group. Clinical Volunteers are also invited to join the group-specific WhatsApp Group when actively involved in a groupwork programme. Trustees are invited to join the Trustee WhatsApp Group.
- All Trustees and Volunteers are bound by a code of confidentiality and are required to sign a Commitment to Service and Statement of Confidentiality.

- All Volunteers are required to wear a Stand-by-me T-shirt/Fleece when working in groups or representing Stand-by-me at an event. (which will be provided) and will also receive an Identity Lanyard which should be visible at all times.

4. Recruitment

- Volunteering is open to everyone as per our Equality & Diversity Policy.
- There is an application process. Those interested in becoming a Trustee or Volunteer should contact Stand-by-me following the instructions in the Recruitment Advertisement.
- We hold an information event where potential Volunteers and Trustees can gain further information about the role and Stand-by-me.
- Two references are required from each Volunteer/Trustee (these cannot be family members, and they should have known the volunteer for at least 2 years).
- All Volunteers/Trustees will be required to complete a DBS Check and sign up to the Update Register within 19 days of receipt.
- Trustees will have their personal information added to our Charity Commission Registration, once suitable checks have been made and received.
- Bereavement Support and Community Volunteers will receive a Handbook, T-Shirt, Fleece and Identity Lanyard on joining.
- Trustees receive a Trustee Welcome Pack and Name Badge.
- Volunteers and Trustees are made aware of our policies and procedures and are bound by the same confidentiality as paid staff.

5. Support

- Support is provided to all our volunteers:
 - Bereavement Support Volunteers
Contact: Karen Stanton – karen@stand-by-me.org.uk
 - Community Volunteers
Contact: Jane Walton – healthtrustee@stand-by-me.org.uk
- There are guidelines covering expenses and how to claim. These are provided in the Volunteer Handbook and Trustee Welcome Pack.
- There is a complaints policy in place. This is available on the website and is also provided when joining.
- Supervision is required for all Clinical Volunteers who are actively involved in a groupwork programme. See Supervision Policy.

6. Training & Development

- Initial training to understand the needs of those bereaved is provided to Bereavement Support Volunteers these include:
 - Bereavement Theories,
 - Groupwork Programme,
 - Safeguarding,
 - Manual Handling & Lifting,
 - Understanding Supervision,
 - Self-care.

- Community Volunteers will receive initial training to include:
 - An understanding of the service Stand-by-me offers and to whom,
 - Safeguarding
 - Manual Handling & Lifting.
- Trustees will receive training on:
 - An understanding of the service Stand-by-me offers and to whom,
 - Safeguarding,
 - Health & Safety
 - The Responsibilities of being a Trustee.
- All Volunteers with support needs are involved wherever possible.
- All Volunteers have the opportunity to learn new skills through ongoing training.
- All Volunteers will have access to an annual review regarding their involvement in the charity.
- All Volunteers have a platform to provide feedback and discuss their roles. Our Associate Volunteer Trustee, Bobbie Dhillon is available by email at associatevolunteertrustee@stand-by-me.org.uk or via the Volunteer WhatsApp Group.

7. Involving Volunteers

- We regularly hold Volunteer Team Meetings where all Volunteers have the opportunity to contribute ideas.
- All Volunteers receive our newsletter, which is currently distributed annually.
- We recognise the support our volunteers provide us and show appreciation.