Volunteer Policy

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1. Introduction

The Jumbulance Trust makes accessible travel possible. We are a non-profit offering group hire and organising trips across the UK and Europe using our custom-built Jumbulance coaches.

We exist to make a difference in the world of travel. With decades of experience, we're driven by compassion, community, and a commitment to providing meaningful experiences.

Volunteers are at the heart of our mission, and we offer rewarding volunteer opportunities for those who want to be part of something special. We aim to create lasting memories and a warm, welcoming environment for all.

2. Purpose and Scope

The purpose of this policy is to provide clear guidance and expectations for volunteers and Jumbulance Trust, ensuring a consistent, safe, and positive experience for everyone involved. It sets out the principles for recruitment, support, and management of volunteers, promotes best practice, and helps protect both volunteers and the people they support.

This policy applies to all individuals who volunteer with Jumbulance including those supporting trips, events, fundraising activities, projects and administrative tasks. It covers the principles and procedures for recruitment, training, supervision, and recognition of volunteers.

Personal carers accompanying passengers on trips are not covered by this policy but must adhere to the trip code of conduct and safeguarding requirements.

3. Principles

Our approach to volunteering is guided by the following principles:

<u>Respect and Dignity</u>
We value every volunteer and the individuals they support. All interactions should promote dignity, independence, and mutual respect.

<u>Equality and Inclusion</u>
We are committed to providing equal opportunities for all volunteers, regardless of age, gender, ethnicity, disability, or background. We strive to create an inclusive environment where everyone feels welcome.

Safeguarding
The safety and well-being of vulnerable adults and children is fundamental. Volunteers must adhere to our safeguarding policies and report any concerns promptly.

Commitment to Best Practice
We aim to follow recognised standards in volunteer management, ensuring clarity, fairness, and transparency in all processes.

Volunteer Rights and Responsibilities
Volunteers have the right to be treated fairly, supported in their role, and provided with clear information. In return, we expect volunteers to act responsibly and follow our policies.

4. Equality, Diversity and Inclusion

The Jumbulance Trust is committed to promoting equality, diversity, and inclusion in all aspects of our work. We believe that every individual should have fair and equal access to volunteering opportunities and be treated with dignity and respect.

We welcome volunteers from all backgrounds and strive to create an environment where differences are valued and celebrated. Discrimination, harassment, or exclusion of any kind will not be tolerated.

Our goal is to ensure that everyone (volunteers, staff, and the people we support) feel safe, respected, and empowered to contribute fully.

5. Recruitment and Selection

We welcome volunteers from all backgrounds and aim to provide equal opportunities.

All volunteers must:

- Complete an application form
- Provide references
- Undergo a DBS check if their role involves working with vulnerable individuals.
- Induction and Training

All volunteers will receive:

- A volunteer handbook
- Training relevant to their role (e.g., safeguarding, manual handling etc).
- Ongoing support

6. Volunteer Roles

Volunteers may support the Jumbulance Trust in various ways, including:

- Being a Group Leader, building and leading Jumbulance trips in your local area
- Providing care, including personal care on trips
- Assisting on trips in non-personal care roles, including companionship, supporting adapted skiers, cooking, planning and delivering activities.
- Supporting fundraising and events.
- Helping with administration, marketing and social media
- Specific projects

Each volunteer will receive a role description outlining expectations and boundaries.

7. Fundraising Expectations

For some trips, volunteers may be asked to contribute to fundraising efforts to help cover costs of their trip to ensure the sustainability of our services. This could include:

- Participating in organised fundraising activities.
- Setting up individual fundraising pages or events.

We will always provide guidance and support for any fundraising activities and make expectations clear during the recruitment process for each trip.

8. Supervision and Support

Volunteers will be assigned a named contact for guidance and ongoing support. Regular check-ins will be offered to ensure wellbeing, provide feedback, and address any concerns promptly.

On Trips: Supervision will be provided by the designated Nurse/Care or Trip Lead, who will oversee volunteer activities, providing role and welfare support.

Other Roles: The Volunteer Coordinator will act as the main point of contact for volunteers in administrative, fundraising, or other non-trip roles, unless otherwise specified.

9. Safeguarding and Safety

Jumbulance is committed to safeguarding all individuals. Volunteers must:

- Follow our safeguarding policy and procedures.

- Report any concerns immediately
    - The Designated Safeguarding Lead (DSL) is the Chair of Trustees
    - You can report to a member of the team (e.g. Nurse/Care or Trip Leader), who will then escalate to the Designated Safeguarding Lead as required.
    - Contact details will be provided in your Volunteer Handbook.
- Comply with health and safety guidelines.

We provide insurance cover for volunteers while they are carrying out approved duties including Group Personal Accident and Travel Insurance.

10. Expenses

Volunteers may claim reasonable out-of-pocket expenses with prior approval and receipts.

Please note that trip costs are not covered, unless funding has been awarded as volunteers are expected to contribute through fundraising towards their place on trips. Guidance and support for fundraising will be provided to help volunteers meet this requirement.

11. Conduct and Confidentiality

Volunteers are expected to:

- Act with kindness, respect, and professionalism.
- Maintain confidentiality regarding any personal or sensitive information.
- Represent The Jumbulance Trust positively in all interactions.
- Avoid the use of drugs and excessive alcohol consumption during trips, activities, or while performing any volunteer duties.
- Report any concerns about conduct or safety promptly to the designated trip lead or volunteer coordinator.

12. Problem-Solving and Complaints

We value our volunteers and aim to create a supportive environment where everyone can thrive. Any concerns will be handled fairly, professionally, and with respect for everyone involved.

We aim to resolve any issues informally. If needed, volunteers can raise concerns through our Grievance procedures.

13. Data Protection

Volunteer data is stored securely and used in accordance with GDPR. Volunteers have the right to access their data and request corrections.

14. Ending the Volunteer Relationship

Volunteers may leave their role at any time, apart from when they are on a trip, but are encouraged to give notice. We welcome feedback to improve our volunteer offer.

15. Policy Review

This policy will be reviewed annually or as needed

16. Glossary of Terms

Volunteer - An individual who freely offers their time and skills to support Jumbulance trips and activities without payment.

Trustee - A member of Jumbulance's governing board, legally responsible for ensuring the charity is well-managed, financially sound, and compliant with its mission and regulations.

Personal Carer - A person arranged by the individual needing care to provide one-to-one personal support during a trip. They are not Jumbulance volunteers but must follow trip code of conduct and safeguarding rules.

DBS – Disclosure and Barring Service

GDPR – General Data Protection Regulation

DSL – Designated Safeguarding Lead

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End of Policy