


The Harmony Project – Volunteer Policy and Procedures

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Policy approved by CEO:	Richard Dunne
Signed by CEO:	
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Reviewed by and on:	April 2025 by AM
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Introduction

Volunteering is the commitment of time and energy for the benefit of society and the community. It is undertaken freely and by choice without concern for financial gain.

The Harmony Project believes in the value of voluntary activity as an important expression of citizenship and an essential component of a free and democratic society. The Harmony Project takes responsibility for ensuring that volunteers within its own organisation are appropriately involved, valued for their contribution and respected as colleagues.

In issuing this volunteer policy The Harmony Project wishes to:

- Formally acknowledge and support the role of volunteers in its work
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers
- Encourage and enable, rather than restrict, the involvement of volunteers.

This volunteer policy and accompanying guidelines are intended for use by the Harmony Project's paid staff and volunteers.

Volunteer Policy Statement

Equal Opportunities

- As an employer and engager of volunteers, the Harmony Project is committed to a policy of equal opportunities. This principle will apply to service delivery, recruitment, promotion, training, facilities, procedures and all terms and conditions.
- Volunteers will be expected to adhere to The Harmony Project Equal Opportunities Policy.

Recruitment & Selection

- Recruitment of volunteers will be from all sections of the community, and will be in line with The Harmony Project's Equal Opportunities Policy.

Induction, Information & Training

- Volunteers will receive full information about their chosen area of work and will be given a clear idea of their responsibilities within the Harmony Project.
- Volunteers will be given induction and training in the specific tasks to be undertaken.
- Volunteers will be consulted in decisions which affect them.

Support & Supervision

- Volunteers will be assigned a named contact person for supervision and support.

Problem-Solving & Complaint Procedures

- The Harmony Project recognises that problems do arise and we aim to identify and resolve these problems at the earliest stage. Volunteers who have a problem of any kind should discuss it in the first instance with their named contact person.
- Should volunteers wish to discuss a problem with someone other than their named contact person they should talk to the Head of Business Development and Operations.

Confidentiality & Data Protection

- Volunteers will be bound by the same confidentiality conditions as the Harmony Project paid staff.
- The Harmony Project's Data Protection Policy can be found on the website.

- All access to the Harmony Project's social media channels is provided for the term of the volunteer placement only, and all access should be removed from volunteers' devices at the end of the placement.

Expenses & Insurance

- The Harmony Project will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.
- Volunteers will be adequately covered by insurance while carrying out agreed duties.

Health and Safety

- All volunteers are covered by the same health and safety policies and provisions as staff.

Relations with Paid Staff

- The Harmony Project is committed to ensuring that volunteers work complements the work of paid staff, and that it will not be used as a substitute for paid work.
- Steps will be taken to ensure that staff at all levels are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.
- The Harmony Project recognises the need for training for all those working alongside and managing volunteers.

References

- On the basis of their voluntary work, volunteers will have the right to request a reference.

Monitoring & Evaluation

- The Harmony Project will systemically monitor and evaluate its involvement of volunteers with reference to this Volunteer Policy.

Review

- This policy comes into force on 12th September 2022 and the Harmony Project commits itself to review the policy as and when changes in legislation or other factors make this necessary. The policy will be subject to a review on an annual basis, starting from September 2023.

Note

- “Staff” refers to paid staff and those undertaking placements with the Harmony Project