



Hidden Help

Volunteering Policy

Due to the nature of our work, Hidden Help has a legal duty of care to ensure the safety and well-being of both our volunteers and clients. To discharge this duty of care, all of our volunteers are asked to complete an induction process and participate in ongoing training. Much of this training is done online and in your own time, however once a year we hold a volunteer day where all volunteers are asked to attend to complete further training and induction.

All volunteers must be over the age of 16 if they wish to volunteer independently (eg for D of E Awards). Younger volunteers must be accompanied by their parents or carers at all times and will not be allowed direct access to clients.

In order to comply with our GDPR policy, volunteers will be asked to agree to Hidden Help keeping records of their personal details (only those that are statutorily necessary), including details of their DBS check (if appropriate) and a record of their training. These records will only be held whilst the volunteer is actively working with us; under the Freedom of Information Act volunteers may have immediate access to all information that we hold on them. Access to their records will be restricted to the volunteer manager and one other Trustee.

Warehouse Volunteers

Warehouse volunteers do not have direct access to our clients. We therefore ask them to conduct the following training once every three years. Most of this training is conducted online after a morning of induction at the Warehouse.

First Aid

Manual Handling Awareness

Fire Prevention

COVID - 19 Safety

Client Contact Volunteers (delivery and collection)

Those of our volunteers who have direct access with either our clients or donors are asked in addition to the above to complete safeguarding training. Client Contact volunteers (even if that contact is limited or by telephone or electronic means) are asked to complete a Standard DBS check that is free for charity volunteers.

First Aid

Safeguarding Adults

Safeguarding Children (if appropriate)

Manual Handling Awareness

Fire Prevention

COVID - 19 Safety

Trustees

Trustees are required to complete the above, and in addition read the Charity Trustee Welcome Pack

For any further information about volunteering with us, please email volunteering@hiddenhelp.org