

MAROOF INSTITUTE VOLUNTEER POLICY

Revised: September 2026

1. Purpose

Maroof Institute values the time, skills and experience given by volunteers. This policy sets out the basic principles for volunteering with the organisation.

Volunteering is unpaid voluntary community work. Volunteers are not employees and do not have a contract of employment with Maroof Institute.

2. Volunteers — What You Can Expect

Maroof Institute shall:

- Treat volunteers fairly, respectfully and without discrimination.
- Provide clear and/or basic information of the volunteer's role.
- Provide appropriate induction, training and guidance.
- Provide a named person for support and supervision.
- Listen to volunteers' questions, concerns and suggestions.
- Keep necessary volunteer information secure and confidential.
- Recognise and appreciate volunteers' contributions.

3. Recruitment

Volunteers may be recruited through our website, social media, community networks and other appropriate channels.

Depending on the role, volunteers may be asked to complete an application, provide references, attend an interview or provide other information relevant to the position.

For roles involving children, vulnerable people or significant responsibility, appropriate safeguarding or background checks may be required.

4. Volunteer Responsibilities

Volunteers are expected to:

- Carry out their agreed duties responsibly.
- Follow reasonable instructions and attend agreed activities.
- Follow supervisor instructions and treat everyone with dignity and respect.
- Keep confidential information private.
- Follow health, safety and safeguarding instructions.

- Report accidents, concerns or safeguarding issues promptly.
- Not undertake work or duties outside their authorised role or ability.
- Use Maroof Institute's name, property and resources responsibly.
- Read and/or download website documentation on Privacy policy, or other policies.

5. Confidentiality and Safeguarding

Volunteers may have access to personal or confidential information. This information must not be shared or used for personal purposes.

Volunteers must report any serious concern about the safety or wellbeing of a child, vulnerable person, volunteer or other member of the community to the appropriate person at Maroof Institute.

6. Expenses

Volunteers are unpaid. Reasonable expenses incurred while carrying out authorised duties may be reimbursed where agreed in advance and supported by appropriate evidence.

7. Problems and Ending a Volunteer Role

Volunteers should raise any problems or concerns with their named contact/supervisor as soon as possible.

A volunteer may leave at any time by informing Maroof Institute. Maroof Institute may also end a volunteer arrangement where the role is no longer required or where there are serious concerns regarding conduct, safety, safeguarding, confidentiality or suitability.

8. Management Responsibilities

Those responsible for volunteers at Maroof Institute shall help volunteers:

- Understand their role;
- Receive appropriate support and training;
- Have a respectful volunteering environment;
- Have someone they can approach with questions or concerns;
- Are treated fairly and their contribution is valued.

9. Review

This policy may normally be reviewed every 12 months or when significant changes require an earlier review.

Revision dates appear at the top of the document.

Volunteer Acknowledgement

I confirm that I have read and understood this Volunteer Policy and agree to follow the responsibilities outlined above.

Volunteer Name: _____

Signature: _____

Date: _____

Volunteer Role: _____

For Maroof Institute Administration

I confirm that the volunteer has been given appropriate information about their role and responsibilities.

Name: _____

Position: _____

Signature: _____

Date: _____