Haigh Hall Volunteer Policy

June 2025

Introduction

Haigh Hall aims to create a supportive, inclusive, and mutually beneficial relationship with all our volunteers. We welcome volunteers of all ages and backgrounds regardless of experience. Haigh appreciates the value volunteers bring through the time, skills, experience, and enthusiasm they share with us. No matter the reason for becoming a volunteer at Haigh, we are committed to ensuring that the experience is rewarding and enriching for everyone involved.

What is Volunteering?

Any organised activity which involves giving your time voluntarily constitutes volunteering.

As an organisation, Haigh Hall will ensure that:

1.	Volunteers complement and enhance the work of staff at Haigh. However, they are no substitute for paid employees even though they may undertake similar tasks.
2.	We are committed to equality of opportunity for volunteers and recognises the right for them to be treated fairly, equitably and with respect. In return, Haigh expects volunteers to understand their responsibilities and to treat staff and other volunteers with commensurate respect and courtesy.
3.	Volunteers understand their roles and responsibilities as set out in their individual role profile and volunteer agreement, as ambassadors for the estate.
4.	Volunteers and staff work together safely within the policies and procedures of the estate.
5.	All volunteers receive an induction, training, support and ongoing communication applicable to their role.

As a volunteer, you will:

1.	**Ensure the safety of yourself and others around you by:**
	a) Reading and adhering to the Volunteering with Wigan Council Procedure and Health and Safety Policy Statement of Intent, both of which will be provided on application. b) Please respect our commitment to EDI (Equality, Diversity, Inclusion): Inclusivity Statement | greater.jobs Greater Manchester Good Employment Charter | greater.jobs c) Informing Haigh of any medical considerations, disabilities or accessibility needs that may affect your ability to carry out your role as a volunteer. This is to arrange support where appropriate and practicable. d) Familiarising yourself with Haigh's Health and Safety procedures by reading the Health and Safety Policy and Risk Assessments relevant to your role. e) Wearing your uniform / personal protective equipment (PPE) required for your role. f) Completing mandatory training required for your role. g) Adhering to a duty of care for yourself and those around you. h) Communicating concerns or problems as soon as they occur in order for swift and efficient resolution. i) Respecting and adhering to Haigh Hall confidentiality.
2.	**Contribute and Engage with Haigh by:**
	a) Reading the information supplied on Wigan Council's website relating to Haigh Hall and all information sent via the Volunteer Manager. https://www.wigan.gov.uk/Council/Projects/Haigh/Index.aspx b) Undertaking your volunteer role reliably, amicably and to the best of your ability. c) Support Haigh in the delivery of its aims and objectives via your role as a volunteer. d) Working as part of a team of staff and other volunteers, under the direction of a member of staff. e) Attend an induction, training or any other sessions designed to support you in your volunteering role. f) Providing honest feedback as part of volunteer engagement sessions. g) Acting as an ambassador for Haigh.
3.	**Be Dependable and Punctual:**
	a) Giving fair notice if you are unable to attend or undertake your volunteering activities. b) Arriving on time and fit for work.

	c) Attending meetings and briefing if and when required. d) Advising if you wish to cease volunteering and also understanding that a project or an arrangement may come to an end at the discretion of Haigh Hall staff members.

Volunteer Support

As a new volunteer, you will be provided with:

1.	Free on site carparking. Lunch if you are volunteering AM and PM. Usually 9.30-3pm. Guidance and support from a Haigh Hall staff member. Any relevant uniform required for your role. PPE and equipment required for your role. Invites to Haigh Hall events and thank you event (s). Opportunities to volunteer at Haigh Hall at events and other projects.
2.	An induction outlining your specific role within the volunteering team as well as information about the area you are working In.
3.	Relevant Health and Safety and Insurance Cover information to ensure competence and welfare in your volunteering role.
4.	A clear, fair and transparent process of resolving problems or issues.
5.	The Volunteer Manager will be available to attend any meetings with the staff member / volunteer to resolve any problems or issues.