



Recruitment & Supervision of Volunteers Policy

Document history

Process	Date
Author: Melissa Santiago-Val	5 December 2024
Trustee Approval	16 March 2025
Next review due	16 March 2026

Policy statement: Regular recruitment and supervision procedures play an essential part in the provision of a high quality and safe service to both volunteers and participants in Sew Positive workshops and courses. We endeavour to ensure that all volunteers receive induction, training, supervision and support in line with the recommended principles and procedures below.

Recruitment

Before a Sew Positive volunteer takes up their role, the following should be in place

- A clear role description and person specification
- An application form or CV
- Evidence of a relevant DBS check at the appropriate level (*see appendix 1*)
- Two references
- Interview
- Completion of a volunteer induction (*see appendix 2*).

Certain roles based within Sew Positive (e.g. Administrator) would normally require fewer checks (*see appendix 1 & 2*). Documents relating to the recruitment of a volunteer must be kept on the volunteer's file on Sew Positive's Google drive in line with the Data Protection policy.

Volunteers will be asked to provide informal feedback at the end of each programme, allowing us to adjust our practices as needed.

All volunteers must inform Sew Positive if their circumstances change between mandatory three yearly checks. Such changes may affect their suitability for contact with vulnerable adults, for example if they undertake new duties that require regular unsupervised contact with vulnerable adults.

Induction & training

The type of induction and training that a volunteer requires will depend on their role. All volunteers are required to read and sign the Sew Positive Volunteer Code of Conduct. In addition, they are required to read

- Sew Positive Safeguarding Policy
- Sew Positive Data Protection & Privacy Policy
- Volunteer Support Policy
- Cultural Sensitivity Policy
- Admissions Policy
- Data protection policy
- EDI policy

These must be reread and re-signed yearly at an annual review or extended supervision session. Signed documents must be kept on the volunteer's file. All volunteers must adhere to the above Sew Positive policies when working with participants, especially vulnerable adults.

All volunteers receive basic safeguarding training during their induction, which will include recognising signs of abuse or distress and understanding when and how to report concerns. Refresher training will be provided annually for volunteers, either through short group discussions or pre-recorded training materials. Volunteers can also choose to register on the free [Government DBS Update Service](#) to create a portable DBS which can be used across other volunteering organisations.

Optional courses include Oliver McGowan training for Autism, ADHD and Learning Difficulties; Mental Health First Aid; training on suicide risk with vulnerable adults via CPSL Mind's Stop Suicide Campaign; First Aid and Fire Warden training.

Support

Sew Positive is committed to creating a supportive environment for volunteers, ensuring they feel safe and confident in their roles. To achieve this

- Each volunteer will be assigned a supervisor as their main point of contact. This will either be a Creative Tutor running a course, or the CEO. The supervisor will be responsible for providing guidance, answering questions, and addressing any concerns the volunteer may have
- Volunteers will participate in short, informal check-ins with the tutor or CEO (if the tutor is unavailable) after each session to discuss any immediate issues or needs
- Volunteers are encouraged to communicate and support each other during the programme, ensuring no one feels isolated or overwhelmed
- Volunteers will be asked to provide informal feedback at the end of each programme, allowing us to adjust our practices as needed
- A more formal review will take place with each volunteer once per year, or at the end of each course to check they have up to date training and support
- Volunteers are encouraged to use the WhatsApp volunteer group chat for non-safeguarding issues
- Volunteers are encouraged to speak up if they feel uncomfortable in any situation. They can request additional support or guidance at any time from the tutor or CEO
- The CEO will maintain an open-door policy where volunteers can confidentially express any concerns, whether related to their role or the participants they are working with
- If a volunteer feels overwhelmed, they can request a break from their duties or be reassigned to a different aspect of the programme.

Resting is the term used when a volunteer takes some time out from their volunteer role. Volunteers are asked to inform us if they are not able to volunteer for a period of three months, which can be extended for up to 12 months. This could be for health or personal reasons. A record of the resting period is kept on the volunteer file and their status as either an active or a resting volunteer is clear. We will keep in touch with the resting volunteer as appropriate to the individual circumstances.

It is recommended that a returning volunteer has a one to one meeting with their manager prior to commencing their duties. It is required that the returning volunteer rereads and signs the policies relating to their role. If a volunteer returns after more than 12 months, we may request they complete a new application form, references, DBS, refresh their training and read and sign policies relating to their role.

Supervision

Trustees are ultimately accountable for ensuring that adequate supervision and support is provided to all volunteers, and delegate the responsibility for undertaking this activity to the CEO or project worker for a particular service. We will provide supervision as follows:

- Regular, planned and recorded sessions form part of the overall framework of guidance and support provided to volunteers. Volunteers undertaking active session tutor volunteering must have a supervision meeting once every year, or at the end of course delivery. Those undertaking other roles should be supervised as deemed appropriate
- All volunteers undertake to make themselves available for regular supervision meetings as part of their commitment to Sew Positive. Supervision meetings should be held on a one to one basis where confidentiality can be respected

- Supervision records are kept in line with Sew Positive policy (*see appendix 3*); notes are made of discussions only in order to maximise the support to the family and the volunteer's capacity to deliver support. Records are signed and retained to comply with data protection requirements. Any data concerning a family is retained on the family file and any data concerning the volunteer is on the volunteer file
- Participants are aware that volunteers will be talking to the organiser/co-ordinator about the progress of their workshop or course learning
- Cancelled or postponed supervision meetings are noted in the volunteer file and an alternative time and date is agreed as soon as possible
- The organiser/co-ordinator always checks with the volunteer:
 - that they know they can access informal support from Sew Positive at any point
 - that they are clear about how to report any safeguarding concerns, and that they should not wait until the next supervision meeting to do so if any concerns emerge in the course of their support to the family
 - that they have the out of hours number for safeguarding concerns
- CEO or project staff report on a quarterly basis, to trustees, that volunteers' supervision meetings are up to date and in line with this policy.

Appendix 1

Recruitment Checks

Please note, the below acts as a guidance only. For example, level of checks are determined on whether the volunteer is completing regulated activity, whether they have reasonable day to day supervision and whether your Sew Positive course is based within a specified establishment.

Email customerservices@db.gov.uk to ensure you are checking your volunteers and trustees at the right level.

Scotland: Roles that involve regulated activity are to be checked through Scotland's Protecting Vulnerable Groups Scheme (PVG Check).

Northern Ireland: Roles are checked through AccessNI.

Volunteers requiring DBS/PVG/Access NI checks must be rechecked at three yearly intervals unless automatic update service is used.

Volunteer Roles	Role description required	Application form /CV	Interview	Refs	Other	Level of Check	Child Barred List	Adult Barred List	Workforce
Session Tutor volunteer	Yes	Yes	Formal/ Recorded	Two		Enhanced	No	Yes	Adult
Trustee	Yes	Yes	Formal/ Recorded	Two	Trustee declaration	Enhanced	No	No	Adult
One Off (events)	Yes	No	None	None		No check	No	No	NA

Appendix 2

Induction, training and supervision

Please note, these are the minimum requirements. Additional training and policies may be suitable for the volunteer depending on their role.

Volunteer Roles	Safeguarding Code of Conduct (to include safeguarding, data protection and confidentiality)	Induction	Other policies	Supervision	Additional training (complete as necessary)	Annual refresher training (complete as necessary)
Session Tutor volunteer	Yes	Volunteer Course of Preparation		At least every 12 weeks (more frequent if on a child protection plan)		
Trustee	Yes	Trustee Induction	Trustee Conflict of interest policy	As required		
One Off Volunteer (events)	Relevant to event	On the day briefing				

Appendix 3

Volunteer Supervision Form

Name of volunteer	
Name of supervisor	
Date of supervision	

What has gone well since the last supervision?

What have been the challenges/difficulties?

Is there anything you might do differently to overcome these?

What do we need to do differently to support you?

Are there any ideas or questions that you would like to raise about your role or the organisation as a whole?

Summarise any action points identified

Signature of volunteer

Signature of supervisor

Date of next supervision

Source: Adapted from Volunteering England

Volunteer Training Record

Date of training	Training description	Duration	Evidence of attendance	Next due
<i>1/7/18</i>	<i>First Aid at Work Level 3</i>	<i>1 day</i>	<i>certificate</i>	<i>1/7/2021</i>