

Alzheimer's Society

Volunteering Policy

Policy and procedure apply to:		Employees: All	Volunteers: All
		Contractors: n/a	Other: non defined
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1. What you need to know

We are determined to make a difference for people affected by dementia. Our volunteers help us reach even more people who are affected by dementia and offer them support. Volunteers give freely their time, skills and experience, unpaid, to support the Society with its objectives and strategic aims.

This policy applies to volunteers who registered on our people systems as having an ongoing volunteering role at the Society, however long or short term that may be. (There are other people who voluntarily give of their time to support Society activities, perhaps in one-off instances who are not registered as an ongoing volunteer. This policy doesn't apply to those groups of people).

While our Trustees are volunteers, due to the nature of their roles, there are variations in some of our processes to ensure specific legal and compliance related requirements are met.

We are grateful for the commitment our volunteers make and we welcome the diverse skills, experience and perspectives they bring to the Society.

2. How we work here

What we can expect of each other

People volunteer for us because they want to make a difference to people affected by dementia. In order to do this in the very best way, we ask our volunteers to:

- Always act for the benefit of people affected by dementia and in the best interests of the Society
- Demonstrate our values when supporting people affected by dementia and when involved in other Society activities
- Carry out their volunteering role(s) to the best of their ability
- Always follow Society policies, guidance and advice in carrying out their volunteering role
- Deliver their volunteering role in line with expectations outlined in their role description and as discussed with their role manager

At the Society, we will support our volunteers by:

- Developing volunteering opportunities that meet the needs of those affected by dementia and the Society
- Treating our volunteers fairly and with respect, in line with our values
- Removing barriers wherever possible so that all those who wish to volunteer for the Society are enabled to do so
- Promoting diversity and inclusion, seeking volunteers from all backgrounds

- Supporting our volunteers to make a positive difference to the lives of people affected by dementia
- Making sure volunteering is safe and effective, in line with all relevant regulations and standards
- Ensuring our people have access to learning opportunities to enable volunteers' to carry out their roles effectively

Planning for volunteering roles

We develop roles to support the Society to meet the needs of all those affected by dementia. We'll consider whether those roles are best placed as voluntary or paid roles. This can change over time and if it does, we'll make changes to reflect this.

Volunteering roles are never contractual, and they must always be safe and meaningful. We do a number of things to ensure this is the case, including having the right insurances in place, managing risks, and making sure we have right training and support available for our volunteers.

The Volunteering Journey

Attracting volunteers – We advertise on our website and through the other national and local volunteering platforms. We'll also look at different ways to promote roles to attract a diverse group of volunteers to support people affected by dementia.

Recruitment – We operate a fair selection process and try to match the skills of volunteers with the needs of people affected with dementia. We'll look to make roles as accessible as possible and will make reasonable adjustments to roles to enable people with disabilities to volunteer with us.

Settling in – When volunteers join the Society, they will be given a role description and will be able to discuss the expectations of their role with their role manager. They'll be connected with people they'll be volunteering with and other key members of the teams they'll be part of.

Their induction with us will include details of any role specific information they need to know about regulations and standards, health and safety information, and details of policies relevant to them including data protection, safeguarding and more.

Support – Our volunteers will have a Role Manager who'll be their main point of contact for any guidance, information and support they may need.

Our Volunteering Team is available to give Role Managers and additional support when required. They also make sure that volunteering policies, procedures and processes meet the needs of volunteers, Role Managers and the Society.

We'll always try to be flexible when it comes to a volunteer's personal circumstances and support them with any appropriate reasonable adjustments which may be required during their time with us.

After the first 10 weeks, the Volunteering Team will get in touch with our volunteers to make sure they're getting the right level of support and have any queries answered.

Communication and engagement – We're committed to open and honest two-way communication, so we can be better together. We keep volunteers up to date with developments

at the Society and provide various ways for them to feed back their opinions, concerns and ideas that relate to volunteering activities. This includes Volunteer Voice events and annual engagement surveys.

Development – We will support our volunteers' development in their roles with learning opportunities which enable them to be their best. Volunteers are also welcome to apply for jobs within the Society, and we'll provide support for this where fair and appropriate.

Recognition – We want all our volunteers to feel valued and respected, motivated and engaged by contribution they are making to the Society's work. We'll show our appreciation through things such as thanking volunteers for their everyday involvement and recognising their achievements through our People Awards and external national, regional and local volunteer awards.

Leaving us – We'll do all we can to ensure our volunteers have an enjoyable and fulfilling experience with us. We ask volunteers to give as much notice as they can if they need to leave (or can't support for a period of time) so we can make alternative arrangements. If people choose to stop volunteering with us altogether, we'll aim to make sure that when they go they feel proud of all they've done to support our mission, and continue to be an advocate for the Society.

3. What to do if things go wrong

We encourage volunteers to share any concerns with their Role Manager in the first instance. If there is a reason why they are not comfortable or able to do this, they can get in touch with the [Volunteering Team](#).

We also make sure Volunteers know how to raise specific issues such as safeguarding and fraud, and how to raise issues anonymously through our whistleblowing processes. While we aim to deal with issues informally and at a local level where appropriate, we will escalate any issues where appropriate.

If we have concerns about a volunteer, their Role Manager will normally discuss any issues directly with them in the first instance. Role Managers are provided with specific guidance on resolving concerns with volunteer. If the issue is serious or they are unsure what to do Role Managers should contact the Volunteering Team.

4. Further information

Volunteers should speak to their Role Manager or named contact if they have questions about their role.

If Role Managers need support, they should speak to their Line Manager and/or our Volunteering Team at volunteersupport@alzheimers.org.uk

5. Supporting documents

[Volunteer Resolving Concerns Guidance](#)
[Volunteering Handbook](#)

Document details

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