



Volunteer Policy

Valuing and supporting our volunteers

Assisting Parents with Children Affected by Mental Health
Registered Charity Number 1186256

Version	1.0
Adopted	March 2026
Approved by	The Board of Trustees, signed on its behalf by Lauren Ridley, Chair of Trustees
Policy owner	CEO
Next review	March 2027, or sooner if legislation or guidance changes
Applies to	All APCAM volunteers, including WeGame, event and fundraising volunteers, and trustees in their volunteering role

At a Glance

Thank you: APCAM began with volunteers, and volunteers remain at the heart of what we do. We will recruit volunteers safely, support them well, and make sure volunteering is a positive and rewarding experience.

- **Safe recruitment:** roles involving young people need an enhanced DBS check, which we arrange and pay for.
- **Induction and training** before you start, including safeguarding and trauma informed practice.
- **A named supervisor** and regular check-ins.
- **Out-of-pocket expenses** reimbursed, so no one is out of pocket for volunteering.

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1. Purpose and Scope

This policy sets out how APCAM involves, recruits, supports and values volunteers. Volunteers help to run WeGame, events, drop-ins and fundraising, and our trustees are volunteers too. Volunteers complement, but do not replace, paid staff.

2. Our Commitments to Volunteers

APCAM will:

- provide a clear role description for every volunteer role;
- provide an induction and the training needed for the role;
- provide a named supervisor and regular support;
- reimburse agreed out-of-pocket expenses;
- provide insurance cover while volunteering;
- treat volunteers fairly and equally, and make reasonable adjustments;
- recognise and celebrate volunteers' contribution;
- provide a reference on request, after a period of volunteering.

3. What We Ask of Volunteers

- to follow APCAM's policies, including the Code of Conduct, Safeguarding, Child Protection, Confidentiality, Professional Boundaries and Social Media policies;
- to complete induction and required training;
- to let us know as early as possible if they cannot attend;
- to raise any concerns with their supervisor or the CEO;
- to tell us about any change that might affect their suitability to volunteer.

4. Recruitment

Volunteers are recruited in line with the Safer Recruitment Policy. This includes a role description, application, informal interview, two references and, for roles involving regulated activity with children, an enhanced DBS check with barred list check, which APCAM arranges free of charge. Volunteers do not start working with children or young people until all checks are complete.

APCAM welcomes volunteers with lived experience, in line with the Lived Experience Policy.

Young volunteers

Young people aged 14 to 17 may volunteer in suitable roles with written parental consent. They will always be supervised, will not be left in charge of other children, and will have a risk assessment. Young volunteers who previously attended APCAM or WeGame will be supported carefully as they move into a volunteer role.

5. Induction, Training and Supervision

- Every volunteer completes an induction covering APCAM's work, safeguarding, child protection, confidentiality, professional boundaries, health and safety, and their role.
- All volunteers receive trauma informed practice training, in line with the Trauma Informed Working Policy.
- WeGame volunteers also receive online safety training.
- Each volunteer has a named supervisor, regular check-ins and a review after their first three months.
- Volunteers are offered a debrief after any difficult session or disclosure.

6. Trustees as Volunteers

Trustees are volunteers. In line with clauses 5 and 6 of the APCAM Constitution, they may be reimbursed for reasonable expenses properly incurred on APCAM's behalf, but may not be paid or employed by APCAM, or receive any other financial benefit, unless this is permitted by clause 6 or approved by the Charity Commission. Trustees who also volunteer in services, for example at WeGame, follow this policy and the Safer Recruitment Policy in that role.

7. Expenses

APCAM reimburses reasonable out-of-pocket expenses agreed in advance, such as travel to sessions, parking and materials, on production of receipts. Volunteers will not receive any payment or benefit beyond genuine expenses, as this could affect their volunteer status.

8. Volunteer Agreement

Each volunteer signs a volunteer agreement setting out what they and APCAM can expect. This is binding in honour only and is not a contract of employment. Volunteers are free to stop volunteering at any time.

9. Resolving Problems

If a volunteer has a concern or complaint, they should speak to their supervisor or the CEO, who will try to resolve it informally. If this does not work, the volunteer can raise it in writing with the CEO, or the Chair of Trustees if it concerns the CEO.

If there are concerns about a volunteer's conduct, APCAM will discuss them with the volunteer and offer support or further training where appropriate. In serious cases, including safeguarding concerns, APCAM may suspend or end a volunteer's involvement. Safeguarding concerns will be managed under the Child Protection Policy.

10. Recognition

APCAM values every hour our volunteers give. We will thank volunteers regularly, celebrate their contribution, including during Volunteers' Week, and share the difference they make in our impact reporting, with their consent.

11. Monitoring and Review

The Board of Trustees will monitor how this policy is working through regular reports from the CEO, feedback from staff, volunteers and service users, and learning from any incidents or complaints. This policy will be reviewed annually by the policy owner, or sooner if legislation, statutory guidance or APCAM's services change.

12. Related Policies and Legal Framework

12.1 Related APCAM policies

- Safer Recruitment Policy 2026
- Code of Conduct 2026
- Safeguarding Policy 2026 (including WeGame)
- Child Protection Policy and Procedures 2026
- Lived Experience Policy 2026
- Trauma Informed Working Policy 2026
- Health and Safety Policy 2026
- Gifts and Hospitality Policy 2026

12.2 Legislation and guidance

- APCAM Constitution (Foundation model CIO constitution, last amended 20 September 2019)
- Safeguarding Vulnerable Groups Act 2006
- Equality Act 2010
- Data Protection Act 2018 and UK GDPR
- Health and Safety at Work etc. Act 1974
- NCVO guidance on involving volunteers
- Investing in Volunteers quality standard

Approval

Approved by	The Board of Trustees, by resolution in line with clause 13 of the APCAM Constitution
Signed on behalf of the Board	Lauren Ridley, Chair of Trustees
Signature	
Date adopted	March 2026
Next review	March 2027
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