

## Snapshots: Navigating Your Third Sector Journey

The primary purpose of Snapshots is to empower Third Sector Organisations (TSOs) by providing concise, relevant, and practical information. Whether you're navigating the question of what type of legal structure to adopt or seeking insight into your volunteer management or funding strategy, our fact sheets are tailored to guide you through the complexities of the third sector landscape in a clear, concise, and accessible format.

Snapshots are designed to support you to be confident on your third sector journey whilst equipping you with the information, guidance and signposting you may need. Snapshots provide helpful insight, however, we strongly recommend seeking independent advice when necessary, particularly for legal and HR matters. Each organisation is unique, and professional guidance ensures you receive personalised support that fits your specific needs.

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THIRD SECTOR  
Dumfries and Galloway

# Volunteer Policy

## What should the key elements of a comprehensive volunteer policy include?

## What is a Volunteer Policy?

A Volunteer Policy gives the organisation a consistent way to approach the involvement of volunteers across the whole organisation. It helps to ensure that everyone involved in the organisation including Board Members, funders, staff and volunteers understand and value volunteers' involvement. Ideally the Volunteer Policy should be developed in consultation with staff and volunteers and be reviewed on a regular basis to ensure that it continues to be fit for purpose.

## What is included in a volunteer policy?

**Introduction:** Explain the purpose of the policy and how it aligns with your organisation's mission and values.

**Definition of Volunteers:** Clearly define who is considered a volunteer within the context of your organisation.

**Recruitment and Selection:** Describe the process for recruiting and selecting volunteers, including any background checks or references required.

**Roles and Responsibilities:** Outline the roles, responsibilities, and expectations for both volunteers and the organisation.

**Training and Development:** Explain the training and orientation volunteers will

receive to ensure they are equipped for their roles.

**Support and Supervision:** Detail the support mechanisms in place, including who volunteers can turn to for guidance and assistance.

**Health and Safety:** Address health and safety considerations for volunteers, including any procedures to follow in emergencies.

**Confidentiality and Data Protection:** Emphasise the importance of maintaining confidentiality and adhering to data protection guidelines and laws.

**Equal Opportunities and Diversity:** State your commitment to equal opportunities and creating an inclusive

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SNAPSHOT

VOLUNTEERING

For more information:



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Third Sector, Dumfries and Galloway is the operating name of Dumfries and Galloway Third Sector Interface, a Scottish Charitable Incorporated Organisation SC043832



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environment for volunteers.

**Expenses and Reimbursement:** Specify any expenses or reimbursement policies, including how volunteers can claim expenses.

**Code of Conduct:** Define the expected behaviour and ethical standards for volunteers in your organisation.

**Termination of Involvement:** Outline the circumstances under which a volunteer's involvement may be terminated and the steps involved.

**Grievance and Complaints:** Explain the procedure for addressing grievances or complaints raised by volunteers.

**Recognition and Appreciation:** Highlight how your organisation will recognise and show appreciation for volunteers' contributions.

## Sources and Templates

TSDG is not an HR specialist, but we can recommend good practice sample volunteer templates and guidance for

volunteer management that align with Scotland's legal and regulatory context.

**Volunteer Scotland:** Their website provides resources, templates, and guidance specific to volunteering in Scotland, including sample volunteer policies.

**Scottish Council for Voluntary Organisations (SCVO):** SCVO offers resources and templates for volunteer management, including policies tailored to Scotland.

When using sample policies, remember to adapt them to your organisation's specific needs, ensuring alignment with Scotland's legal requirements, best practices, and your organisational values. It's advisable to seek legal advice if needed and involve relevant stakeholders in the policy development process.

### Remember

TSDG is not an HR specialist, but we can recommend what could be included in a good volunteer policy. TSDG alongside this SnapShot can also offer access to good practice sample volunteer templates and guidance for your volunteer management. (Please use this SnapShot in conjunction with the sample templates on our website)





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# The Saltire Awards

## What are they and how can they support young people in volunteering?

## What are the Saltire awards?

The Saltire Awards are a Scottish government initiative that recognises and celebrates the contributions of young people aged 12 to 25 who engage in volunteering and community based service. The initiative encourages young people to take an active role in shaping their communities and making a difference in the lives of others. The awards are designed to encourage and reward young people for their commitment to making a positive impact on their communities through volunteering activities.

## Key features

**Recognition:** The Saltire Awards provide formal recognition for the time and effort young people dedicate to volunteering. It acknowledges their contributions and encourages them to continue their involvement in community service.

**Age Categories:** The awards are divided into different age categories to ensure that young people of various age groups are eligible to participate and receive recognition for their volunteering efforts.

**Volunteering Hours:** The Saltire Awards are typically structured based on the number of hours a young person has volunteered. As participants accumulate volunteering hours, they progress through different award levels.

**Award Levels:** The awards programme

usually consists of several levels, such as the Saltire Challenge, Approach, Ascent and the Saltire Summit Awards. Each level represents a higher degree of commitment and volunteering hours.



### The Challenge

For those getting started in volunteering through team challenges



### The Approach

For when you've reached 10 and 25 hours volunteering

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## Key features

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**Flexible Activities:** The awards recognise a wide range of volunteering activities, including those carried out within schools, local communities, charities, and other organisations. Young people can choose activities that align with their interests and passions.

**Recording and Verification:** Young volunteers log their volunteering hours and activities in an online platform or through designated forms. These records are then verified by the relevant organisation or group they volunteered with.

**Certificates and Celebration:** Upon achieving specific milestones, participants receive certificates and awards that highlight their achievements. These certificates can be valuable additions to CVs and college applications.

**Youth Empowerment:** The Saltire Awards empower young people by giving them a platform to contribute to their communities and gain valuable life skills. It enables them to build skills and knowledge and gain a sense of responsibility, leadership, and community engagement.

**Partnerships:** The Saltire Awards are often offered in partnership with schools, colleges, youth organisations, and community groups. These partners play a role in promoting the programme and verifying young people's volunteering efforts.



### The Ascent

For when you've reached 50, 100, 200 or even 500 hours.



### The Summit

For those that have made an outstanding contribution to volunteering.

Go to <https://saltireawards.scot/> for more information.



# Volunteer Friendly Award

## What is the Volunteer Friendly Award?

The Volunteer Friendly Award is a recognition programme in Scotland designed to acknowledge and celebrate organisations that provide excellent volunteer management practices. It's a way for organisations to demonstrate their commitment to creating a positive and inclusive environment for volunteers. The Volunteer Friendly Award is also a valuable way for organisations to showcase their commitment to volunteers and their efforts to create a positive volunteer experience. It also helps organisations continually improve their volunteer management practices and ensure that volunteers are engaged, supported, and recognised for their contributions.

## Who Manages the Award?

The award is managed by Volunteer Scotland, the National Centre for Volunteering. To achieve the Volunteer Friendly Award, organisations need to demonstrate that they meet specific criteria related to volunteer involvement, support, and recognition. These criteria are organised into three main areas:

**Involving Volunteers:** This area focuses on how an organisation recruits, selects, and involves volunteers. It includes aspects like having a clear volunteer policy, providing suitable roles, and offering flexibility in volunteering.

**Supporting Volunteers:** This area looks at how an organisation supports volunteers during their involvement. It includes providing training, offering a welcoming environment, and having effective communication channels.

**Recognising Volunteers:** This area emphasises the importance of recognising and celebrating volunteers' contributions. It involves showing appreciation, offering feedback, and highlighting the impact of volunteer work.

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# Volunteer Friendly Award

What does the Volunteer Friendly Award process involve?

How can I access Volunteer Friendly?

Visit the website here -

<https://volunteerfriendly.co.uk/>

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**Self-Assessment:** Organisations review their volunteer management practices against the award's criteria and identify areas for improvement.

**Action Planning:** Based on the self-assessment, organisations create an action plan to address any gaps and improve their volunteer management practices.

**Implementation:** Organisations implement the action plan, making necessary changes and improvements to their volunteer management approach.

**External Assessment:** An external assessor from Volunteer Scotland reviews the organisation's volunteer management practices and interviews staff and volunteers to validate the self-assessment.

**Award Recognition:** If the organisation meets the award criteria, it receives the Volunteer Friendly Award. The award is valid for three years, after which organisations can apply for renewal.

