



THE HEALING TRUST

Volunteer Policy and Procedures

This policy outlines how The Healing Trust will appoint and support its volunteers.

Our Aim for Volunteers

At The Healing Trust we value our volunteers and the contribution they make and offer them the opportunity to assist as a member of any one of a number of Teams whilst developing their skills. The Healing Trust will review training needs to further this where possible.

Attracting and Recruitment of Volunteers

The Board of Trustees regularly canvases for volunteers from The Healing Trust membership via emails from the Office. If a phone enquiry or email is received from a prospective volunteer, they will be asked to complete a Volunteer Application Form and email the Office, attaching a copy of their CV, details of two referees and a covering letter explaining their interest in volunteering for The Healing Trust. Subject to the consideration of their application, they will be invited for an interview. If after the interview The Healing Trust and the volunteer decide to go ahead with a volunteering opportunity, the Volunteer Coordinator will write to the prospective volunteer confirming this.

Induction and Training

There will be an induction prepared and delivered by a volunteer or staff member, which may be the Office manager or Regional Committee member, Team or Centre Leader as appropriate. This will include:

- Information about The Healing Trust Trustee / Board Member they will report to
- Where to access all relevant policies
- The Healing Trust vision, mission and our future plans
- The role of the volunteer
- Essential procedures such as relating to venue (Healing Centre), health & safety, timekeeping, rota and / or meetings including online meetings
- Confirmation of legally acceptable hours worked if benefits are being claimed

Values Expected of Volunteers with The Healing Trust

Volunteers are required to comply with:

- The Healing Trust Code of Conduct
- The Healing Trust Wellbeing Policy
- The Healing Trust Health & Safety Policy
- Healing Centre specific Policy and Procedures (refer to the Centre Handbook)
- Data Protection legislation
- The Healing Trust Safeguarding Policy

The Healing Trust will provide:

- Clear distinctions between the roles of volunteers and staff members
- Access to relevant policies and procedures including the complaints procedures
- Guidance, communication, monitoring and support from the Board of Trustees
- Training where possible
- Insurance Cover for volunteers under Employers' Liability Insurance
- Volunteers are unpaid but expenses incurred when volunteering for The Healing Trust may be covered by prior arrangement and at the discretion of the Trustees

VOLUNTEER CATEGORIES

Volunteers In Healing Centres

Every volunteer in a Healing Trust Healing Centre (or Associated Centre) must receive a copy of:

- *A Handbook for Healing Trust Centres (or Handbook for Associated Centres)* as appropriate. This covers general management, guidelines for Professionalism, Personal Appearance and Hygiene, Record Keeping, Insurance, Complaints, Marketing, Students, Working within your Region and Nationally as well as guidance for the healing session.
- A copy of The Healing Centre Health & Safety Policy

Volunteers in Healing Centres who are not members of The Healing Trust

Occasionally there may be volunteers in Healing Centres who are not members of The Healing Trust. They may be healer members of other organisations, or they may be non-Healing Trust members volunteering in an administrative capacity. This latter may be in reception of clients and filling in the required forms. They will need to apply for their role on the Volunteer application form for non-members.

The Centre Chair or suitable appointed Centre member will be responsible for the induction and training of the new volunteer.

Volunteers in Regions

The UK is divided into designated Regions of which there are 14. Each Region is able to form a Regional committee of Chair, Vice Chair, Secretary, Treasurer. Regional Representatives and two committee members. Officers are elected at each Region's Annual General Meeting (AGM) or at the first meeting of the new Regional Committee, to serve for the coming year. Regional members are notified of meetings by the Region's Secretary and members have the option to submit items for the agenda, attend and put themselves forward for positions on the Committee.

Regional Representatives attend Council Meetings and can vote on agenda items. This allows contributions from members in an advisory capacity to the Board of Trustees.

Volunteers in Teams

The Healing Trust currently has volunteer Leaders / Members in the following Teams:

- Strategic Management (Trustee level)
- Governance and Ethics (Trustee level)
- Administration (Trustees Office Manager and Employees)
- CPD, Regulatory Team (Trustee level)
- Training (Trustee, Tutors, Healers, Mentors)
- Communications (Trustees, Employee and volunteers)
- Research (Trustees and members)
- Public (face to face) Events such as Exhibitions and Conferences
- Distant Healing Healer Co-ordination (Membership and Healer Members)

In each case the volunteers are cared for as per the general provisions of The Healing Trust Health & Safety Policy and The Healing Trust Health and Wellbeing Policy.

The person taking responsibility for the event or chairing the meeting would take the lead role in ensuring that all volunteers are made aware of the conditions and responsibilities for maintaining safe working practices, and for ensuring that the volunteers know how to access or request advice and support as appropriate.

Approved by Board of Trustees on:	17/02/2025
Review Schedule:	Every two years
Next review due:	January 2027