



## **VOLUNTEER, WORK EXPERIENCE AND INTERN MANAGEMENT POLICY**

NAT (the National AIDS Trust) is the UK's leading independent policy and campaigning charity, dedicated to transforming society's response to HIV. At NAT we are committed to ensuring that the time and skills donated by volunteers is used where it can be most effective and to ensuring that volunteers get the most from their experience. We also take students on work experience placements and provide internships, subject to being able to raise funds to pay our interns.

### **VOLUNTEERING, WORK EXPERIENCE AND INTERNSHIPS WITH NAT**

There are several different ways in which people can volunteer, have work experience or become an intern at NAT.

**1) Casual volunteer:** helping us with general tasks on a one-off or occasional basis, e.g. assisting with big-mail-outs, database maintenance, packing red ribbons, helping with admin duties, conducting mini research projects, working with us at fundraising events.

**2) Regular volunteer:** volunteering with us on a long-term basis for more than three hours a week, on agreed days. Tasks could include helping with an ongoing research project, providing admin support for our staff or assisting in developing and distributing NAT resources.

**3) Work experience placement:** we take students on work experience placements from schools, colleges and universities for periods of time as agreed with their academic institution.

**4) Internship:** we provide internships, subject to being able to raise funds to pay our interns.

The majority of our volunteers support us on a casual basis and we aim to be as flexible as possible in terms in determining the time that volunteers commit to us and the roles they do. Volunteers provide support across the organisation in Policy, Communications, Fundraising, Finance and Administration.

## **RECRUITMENT**

**Volunteers:** people who wish to volunteer at NAT need to complete a Volunteer Application form and are also requested to complete an Equality & Diversity Monitoring Form. Applications may either be in response to a specific advertisement or initiated by the volunteer themselves. Applications should be sent to the Office Administrator who will then review the application with other members of staff as necessary.

**Work experience placements:** applications for work experience placements from either individual students or their tutors should be sent to the Office Administrator, who will then review the application with other members of staff as necessary.

**Interns:** NAT will advertise internships as and when these become available. People interested in any opportunities will need to send their CV to the Office Administrator, together with their answer to a supplementary question and are also requested to complete an Equality & Diversity Monitoring Form. Prospective interns will be interviewed by appropriate staff from the team which has the vacancy. More information is available in the Staff Guide to Managing Interns.

## **AGREEMENTS**

**Volunteers:** during their induction, volunteers will be asked to sign a volunteer agreement if they are volunteering for more than one day and they will be also given our volunteer expenses guide. The agreement sets out what NAT expects from its volunteers and what volunteers can expect from the organisation.

**Work experience placements:** the terms of any work experience placement will be confirmed in writing between the school, college or university and NAT.

**Interns:** the terms of any internship will be confirmed in writing between NAT and the intern.

## **INDUCTION AND SUPERVISION**

**Casual volunteers:** will be added to NAT's database and contacted as and when opportunities become available. On their first day in the office, they will have an informal induction with either the Office Administrator or another member of staff depending on the team they will be working with.

**Regular volunteers:** will have an informal induction with either the Office Administrator or another member of staff depending on the team they will be working with. This member of staff will become their supervisor. The supervisor will coordinate tasks for the volunteer and offer guidance and support. Staff can access the 'Volunteer Guide for staff' on the NAT server for more detailed information on recruiting volunteers and acting as a volunteer supervisor.

**Work experience placements:** will have an induction with their named supervisor, who will manage their work and write an end of placement report in accordance with the requirements of their school, college or university.

**Interns:** each intern will be allocated a supervisor who will manage their work and provide regular support and supervision.

## **GRIEVANCE AND DISCIPLINARY PROCEDURES**

Any volunteer, work experience placement or intern who has a grievance concerning their work with NAT should raise this with their supervisor, who will attempt to resolve the matter or, if unable to do so, will refer the matter to the Chief Executive, whose decision shall be final.

If any disciplinary issues arise concerning a volunteer, work experience placement or intern, NAT will investigate the matter and if appropriate may terminate the

volunteering, placement or internship. The decision of the Chief Executive in any such case shall be final.

## **PAYMENT**

**Volunteers:** will not be paid for their time but are entitled to reimbursement of travel and lunch expenses. Travel expense claims within Transport for London zones 1-6 will be paid and volunteers are also entitled to lunch expenses of up to £5 per day on days when they work for more than five hours. Volunteers must complete an expenses claim form and attach any relevant receipts. This must be signed off by their supervisor and given to the Office Administrator to process.

**Work experience placements:** students on work experience at NAT will not be paid for their time or expenses as the placement is an essential part of their school, college or university course.

**Interns:** will be paid the London living wage (currently £8.80 per hour) and will be entitled to reclaim out-Of-pocket expenses on the same basis as staff.

## **INFORMATION**

**Volunteers:** will be sent the regular Volunteer Newsletter by the Office Administrator to keep them in touch with what is happening at NAT.

**Work experience placements and interns:** will have an NAT log-in and will be copied into all updates sent to NAT staff.

**September 2014**