



Volunteer Policy

Effective Date: 22nd September 2026

Next Review: 22nd September 2026

1. Purpose of Policy

Musicrange recognises the invaluable contribution that volunteers make to our work. This policy sets out how we recruit, support, and manage volunteers to ensure a positive and rewarding experience for all involved.

We are committed to creating a volunteering environment that is inclusive, respectful, and supportive.

2. Commitment to Volunteers

We will:

- Provide a clear role description and expectations for each volunteering opportunity.
- Offer appropriate induction and training.
- Provide support and supervision throughout the volunteering period.
- Ensure volunteers are covered by appropriate insurance while carrying out approved activities.
- Recognise and value the contribution of volunteers.
- Provide volunteers with a safe and healthy environment in line with our Health and Safety Policy.
- Reimburse reasonable, pre-agreed out-of-pocket expenses where applicable.
- Respect volunteers' rights, including the right to leave their role at any time.
- Ensure that volunteers are not used to replace paid staff but to complement and enhance our work.

We expect volunteers to:

- Uphold the values and reputation of Musicrange.
- Carry out their volunteering role to the best of their ability.
- Adhere to relevant organisational policies, including safeguarding, equality and diversity, and health and safety.
- Maintain confidentiality of any sensitive information obtained during their volunteering.
- Participate in relevant training and supervision sessions.

4. Recruitment and Selection

- Volunteers will be recruited through a fair and open process.
- Selection will be based on the applicant's skills, experience, and suitability for the role.
- References may be requested where appropriate.
- For roles involving regulated work with children or protected adults, volunteers will be required to be members of the PVG Scheme (Disclosure Scotland).

5. Induction and Training

All volunteers will receive:

- An induction covering Musicrange's aims, policies, and procedures.
- Role-specific training necessary to carry out their duties effectively and safely.

6. Support and Supervision

Volunteers will have a named contact person for support and supervision.

Regular feedback and support sessions will be offered to ensure volunteers feel valued and confident in their roles.

7. Problem Solving and Complaints

Any issues or concerns raised by or about volunteers will be dealt with fairly and promptly, in line with our Complaints Policy.

Volunteers have the right to raise concerns or complaints and will be supported through the process.

8. Insurance

Volunteers carrying out tasks on behalf of Musicrange will be covered by our Public Liability Insurance and, where applicable, Employers' Liability Insurance.

9. Confidentiality and Data Protection

Volunteers must respect the confidentiality of Musicrange information and data.

Personal data relating to volunteers will be handled in accordance with our Privacy Policy and Data Protection Policy.

10. Recognition

We value and recognise the contribution of volunteers through:

- Thank-you events and certificates of appreciation.
- References for future employment where appropriate.

11. Contact Information

If you have any questions about this policy, please contact:

Chairperson
governance@musicrange.org.uk

Alternatively, you can contact Musicrange using the details provided in the footer of this document.

12. Legal Framework

This policy aligns with the following guidance:

Volunteer Scotland guidelines and best practice

We are committed to reviewing this Policy annually or sooner, if necessitated by a change in legislation, best practice or organisational needs.

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