

WAY Volunteer Policy

1. Introduction

This Policy is for anyone interested in supporting WAY Widowed and Young through volunteering. While many members may volunteer informally by creating events and supporting other members on an adhoc basis, those who regularly support WAY's services (eg being a Facebook subgroup admin) are viewed by WAY as volunteers and will be offered support and training dependent on their role. Formal volunteers are those who have signed up through the Volunteer Agreement for a specific role and have agreed to this policy. Our relationship with volunteers is based on trust and doesn't involve the obligations associated with employment.

WAY Widowed and Young offers a unique voluntary led peer-to-peer support network to anyone who has lost their partner at a young age. We know that talking to and socialising with others who have been through a similar experience can be an enormous help when you are trying to rebuild your life after bereavement. Since WAY Widowed and Young was founded, members have shown an amazing capacity to support and help each other by sharing their own understanding of grief and pain. The charity relies upon the goodwill of volunteers throughout the UK to facilitate such support.

This document outlines the principles on which the relationship between all volunteers and the Charity is based and provides basic information about volunteering with WAY Widowed and Young.

2. Roles

We welcome and respect the breadth of experience, skills, dedication and goodwill that volunteers bring to our charity. There are a number of volunteer opportunities available within WAY Widowed and Young, this primarily being;

- 2.1 Trustees;** volunteer to govern and strategically oversee the management and administration of the organisation. Some trustees have specific roles, such as the chair and the treasurer. They are known as officers. All Trustees are recruited in line with the Charities constitution.
- 2.2 Area Contacts;** are integral to how WAY Widowed and Young operates. Area Contacts give up their valuable time to reach out to new members in their area and to organise local events.
- 2.3 Online Volunteers;** volunteers who help administrate and monitor our Facebook groups and online forums, ensuring they remain an active and safe environment for all. This also includes volunteers who host online events for members.
- 2.4 Ambassadors;** Members who are happy to talk to the media about WAY Widowed and Young and their own experiences. This may include TV, Radio, or published articles in the press or online.
- 2.5 Working Groups;** Members who are able to commit to attending regular meetings and offer their knowledge, expertise and time for follow-up tasks while working as part of a team to help WAY achieve its strategy plan.
- 2.6 New Member Zoom Volunteer;** Members who are able to commit to co-hosting, at least once a month, Zoom sessions for new members which provide a safe place for new members to connect and learn more about WAY's peer-to-peer support.
- 2.7 Skilled Specific Support;** Volunteers who offer particular expertise or professional skills for example this may include; Campaigning, Finance, Marketing, Graphic Design, IT, Digital Media, Law and HR.

Please see the role descriptions on the WAY website for any posts we currently have available.

If you don't think you fit the criteria for any of the roles listed now, or your circumstances currently dictate that you could not commit at this time, please do keep checking back as we constantly need different people for different roles.

3. What you can expect from us

We will:

- encourage a positive, friendly and welcoming atmosphere.
- offer equal opportunities to everyone who wants to volunteer.
- make necessary arrangements to ensure your health, safety and welfare as a volunteer.
- respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication.
- offer appropriate support to our volunteers.
- provide notice of any meetings and/or training available to volunteers
- maintain policies and procedures to protect the welfare of everyone within the charity
- ensure we have clear meaningful roles for volunteers within the organisation
- give notice of any change to arrangements as soon as possible.
- celebrate success and recognise loyalty and dedication.

4. Our expectations of you as a volunteer

To:

- act as a good ambassador and always consider and protect the good reputation of WAY Widowed and Young and our members in your actions and conduct.
- be courteous, friendly and approachable to members, other volunteers and staff.
- treat everyone equally, regardless of gender, sexual orientation, religion or disability.
- be respectful towards all individuals and be aware of use of language (written and verbal) to not cause any offence.
- work in partnership with other members, volunteers, staff and the general public.
- respect confidentiality and not to misuse confidential information.
- comply with WAY Widowed and Young policies and procedures.
- ask for support when you need it.
- raise any issues you may have by contacting head office and not denigrate the charity to the media, our members, the community or other volunteers
- give advance notice should you plan to stop or to take a 'break' from volunteering.
- have the best possible experience through getting involved and enjoying your volunteering.

5. Equal Opportunities and Diversity

We are committed to a policy of equal opportunities and diversity, which helps to create an environment in which all individuals can feel valued, so they can develop their abilities and potential without the barrier of discrimination. Our commitment to equal opportunities and diversity is reflected throughout our policies and practices. WAY Widowed and Young will not tolerate racism, sexism, homophobia, ageism or other forms of hate-speech or content that could be interpreted as such.

We want you to enjoy volunteering with us and take our responsibilities towards our volunteers very seriously.

6. Opt-out Membership Fees

Each year, when a current and active volunteer's membership is up for renewal, an email will be sent offering the option to have their membership fee paid for, while they are volunteering. This is done as an expense, as volunteers are unable to volunteer in most roles without access to the website. The fee waiver is offered to active volunteers towards the end of their first year of volunteering, who are supporting the charity in a regular and agreed way according to the role they have signed up to. On occasion, a member of the Operational Team may wish to discuss their volunteering before agreeing to the fees being waived.

When a member stops volunteering, the fee waiver will no longer be offered at the next renewal, and the former volunteer will be required to pay their fees in the same way as all members.

For those who cannot afford the membership fee, but are not eligible to receive the volunteer fee waiver, the [Memorial Fund](#) is available.

Please note, due to conflict of interest, active WAY Trustees are not eligible for this fee waiver.

7. Privacy and Confidentiality

The safety and security of our members and their information is very important to us. It is imperative for volunteers to respect confidentiality, and not to misuse confidential information in any way.

8. Recruitment

You will need to be over 18 years of age to volunteer for WAY Widowed and Young. Some, but not all, roles also require you to be a member of the organisation.

If you think you would be suitable for any of the voluntary roles within WAY Widowed and Young, please fill out the online application form to be considered. Alternatively, you can register your interest by sending an email to enquiries@widowedandyoung.org.uk

You will be contacted by a member of the team who will discuss the next steps.

9. Changes to this Policy

WAY Widowed and Young, reserve the right to change this policy at anytime. In which case the amended policy will be updated on our website and will apply from the date it is posted. The format and content of our website changes constantly. You should refresh your browser each time you visit our sites to ensure that you access the most up to date version.

10. Our Contact Details

We can be contacted in the following ways:

WAY- Widowed and Young,

Advantage House, Stowe Court, Stowe Street, Lichfield, WS13 6AQ

enquiries@widowedandyoung.org.uk

11. Policy Control

Version	5	Issue Date MM/YY	07/25	Review Date MM/YY	07/26
Signed (Chair or Trustee)	Agreed by WAY Board of Trustees, Meeting Date 17 th July 2025				

****END OF POLICY***