

NMC Volunteer Policy

Volunteers increase our capacity to fulfil our mission statement and deliver on our objectives. They keep us in touch with our purpose and provide a wide range of relevant skills and perspectives that improve the work we do. This policy sets out how the NMC intends to support its volunteers.

This policy and its implementation will be overseen by the Deputy Head of Support.

NMC Mission, Objectives and Values

Mission

NMC is dedicated to enriching the quality of life of people affected by neuromuscular conditions. Through a range of specialist services and meaningful opportunities, we empower our community to reach their full potential in a supportive, inclusive, and positive environment.

Objectives

At NMC we have five objectives and those objectives are:

1. To deliver treatments focused on the physical well-being of people with neuromuscular conditions.
2. To help people with neuromuscular conditions expand their potential and achieve their goals
3. To provide emotional and practical support for people with neuromuscular conditions and their families.
4. To be an innovative place of belonging for our community.
5. To enhance awareness and understanding of neuromuscular conditions while strengthening our position as a leading authority in the field.

NMC Values

NMC is a values-based organisation, and our seven values are:

- **Respect:** We value every person and maintain an open, caring approach.
- **Positivity:** We create a welcoming environment for all.
- **Inclusivity:** We are driven by and for people with neuromuscular conditions.
- **Achievement:** We ensure disability is not a barrier to success.
- **Innovation:** We embrace creativity to improve our services and impact.
- **Awareness:** We promote understanding of neuromuscular conditions.
- **Integrity:** We uphold the highest ethical and professional standards.

Types of Volunteer

The NMC recognises three types of volunteers: Occasional Volunteers, Regular Volunteers and Enhanced Volunteers.

Occasional Volunteers sometimes only volunteer once, but also perhaps a few times a year. They tend to assist at local fundraising events and with local projects.

Regular Volunteer are people who take on a particular task, on an ongoing basis. Regular volunteers include those undertaking administrative work, assisting in design and print and organising social events.

Enhanced Volunteers make a commitment to volunteer for NMC for between 7-15 hours a week. They receive a small honorarium, access to NMC transport (if available), invitations to NMC staff training, access to NMC Talking Therapies and are enrolled on the NMC health care plan.

Volunteer Principles

The volunteer policy is guided by the following principles:

The organisation and its volunteers will follow this policy.

- All regular and enhanced volunteers will sign the volunteer agreement.
- The NMC recognises that volunteers donate their time. Their contribution should be mutually agreed.
- The volunteer's role will be clearly explained and mutually agreed.
- The NMC will provide induction, information, training and support to its volunteers appropriate to their volunteer role.
- The NMC will, whenever possible, give volunteers work that is satisfying and appropriate to their interest.
- Volunteers have the right to express their views within the organisational structure.
- Volunteers and staff will work together within the organisation's rules, policies and procedures.
- Volunteers and staff will treat each other with respect and courtesy.
- The NMC is committed to equal opportunities in relation to the recruitment, selection and involvement of volunteers.



Practice Guidelines

The NMC is committed to good practice when supporting its volunteers.

Recruitment

The NMC will make ongoing efforts to recruit volunteers who match appropriate needs. This selection process will be based on the skills and interest of the volunteer and the current needs of the NMC.

Volunteer Agreement and Role Description

Volunteers will be asked to sign a volunteer agreement outlining the commitment and expectations of the NMC, the role or specific tasks that the volunteer has offered to undertake and the support that they will receive.

A representative of the NMC will also sign this agreement.

The agreement is by no means a contract; it is simply a guideline to help the volunteer feel supported and clearer about their responsibilities.

Induction, information and training

Volunteers will receive an appropriate induction, which will include information on the aims, background and organisational framework of the organisation. Additional information will be provided to help the volunteer in their work. The NMC will strive to make the information sessions accessible and relevant. Opportunities to develop knowledge and skills will also be provided as appropriate.

Support and Supervision

Volunteers will be supported and supervised by a named contact person who may be a member of staff or another volunteer. This person will provide the volunteer with feedback on their work, the opportunity to discuss future work and a chance to discuss any issues that may arise.

Health and Safety

The NMC will, as far as is practical, care for the health, safety and welfare of its volunteers. Copies of relevant health and safety procedures will be available, and volunteers will receive appropriate support and training.

Expenses

Volunteers will be reimbursed travel and other approved expenses when allowed by the NMC's Expenses Policy. To claim expenses, supporting receipts must be provided wherever possible. Consideration will be given to pay expenses in advance if required and were appropriate.



Having a voice

Volunteers will be given opportunities to express their views about issues concerning the organisation and its work. You can also give us feedback through your appointed supervisor.

Insurance

Volunteers will be covered by the organisation's insurance policy while engaged in approved work for the NMC.

Equal opportunities

All volunteers are required to make a commitment to equal opportunities.

Confidentiality

Volunteers will be asked to sign a confidentiality agreement and follow its principles.

Volunteers will have access to personal information about some individuals. Some volunteers will also hold information about, for example, financial and personnel matters. The organisation needs to be able to trust its volunteers with such information, which is confidential. However, volunteers suspecting mistreatment or abuse of a volunteer, staff member or client should discuss the matter with their supervisor. This person will make an informed decision on what needs to be done.

Resolving concerns

The NMC aims to identify and resolve problems at the earliest possible stage. The best way of doing this is by raising your concern with your appointed person, if this does not resolve your concern and you wish to raise a complaint then please see our complaints policy, copies of which are available to all volunteers.

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