



SVS Volunteer Cover and Rota Policy

Purpose

Sherburn Visiting Scheme (SVS) relies on volunteers to deliver many of its activities and services. This policy ensures that the office always has an accurate record of which volunteers are responsible for each activity, providing clear communication, continuity of service, and supporting safeguarding.

Volunteer Rota

The SVS office will maintain a central volunteer rota showing the volunteers allocated to each activity.

Arranging Cover

If a volunteer is unable to attend a scheduled activity, they are encouraged to arrange cover with another approved SVS volunteer where appropriate.

Once cover has been agreed, the SVS office **should be informed wherever possible** before the activity takes place.

Volunteers may notify the office by:

- Telephone
- Text message
- WhatsApp
- Email
- In person
- Via a member of staff

The office will update the central rota to reflect the change.

Responsibility

It is the responsibility of the volunteer arranging cover to ensure the office has been informed.

Office Record

The office will maintain an up-to-date record of:

- Activity name
- Date
- Planned volunteers
- Any changes to the rota
- Replacement volunteer



- Any relevant notes

This information enables staff to respond to member enquiries, communicate changes quickly, and confirm who is responsible for each activity.

Benefits

Maintaining an accurate central rota helps to:

- Ensure activities are appropriately staffed.
- Provide a clear point of contact for members and staff.
- Support safeguarding and accountability.
- Improve communication between volunteers and the office.
- Maintain an accurate record of volunteer involvement.

Review

This policy will be reviewed annually, or sooner if operational requirements change.