

The Phoenix Fellowship Volunteering and Mentorship Policy

Version: 1.0

Purpose and scope

The Phoenix Fellowship (TPF) recognises the vital contribution of volunteers and mentors in supporting fellows to achieve their academic and professional potential. This policy outlines the principles, expectations, and standards that govern volunteer and mentorship engagement. It applies to all individuals who give their time, expertise, or guidance without remuneration to support TPF's mission, including mentors, advisors, and event volunteers.

Philosophy

Volunteering and mentorship at The Phoenix Fellowship are acts of service, collaboration, and shared growth. Mentors and volunteers are not simply contributors; they are custodians of the Fellowship's values—integrity, compassion, excellence, and inclusion. Through their support, fellows gain confidence, practical insight, and encouragement, while mentors experience the satisfaction of shaping future leaders.

Principles

- Volunteering and mentorship are always voluntary, inclusive, and mutually respectful.
- Volunteers and mentors act as representatives of The Phoenix Fellowship and are expected to uphold its mission and values.
- Safeguarding, confidentiality, and data protection obligations apply equally to all volunteers and mentors.
- The charity will ensure volunteers are treated with fairness, provided with appropriate guidance, and supported throughout their involvement.

Roles and Responsibilities

Volunteers and Mentors

- Engage with fellows in a supportive, professional, and respectful manner.
- Maintain appropriate boundaries and avoid any conduct that could be perceived as discriminatory, coercive, or exploitative.
- Safeguard confidential information shared by fellows or within TPF activities.
- Report any concerns relating to welfare, safeguarding, or misconduct to the Policy Lead or Chair immediately.
- Participate in induction and training as required.
- Provide honest feedback to help improve the mentorship programme.

The Phoenix Fellowship

- Provide clear information about roles, expectations, and time commitments.
- Match mentors and fellows thoughtfully, based on academic discipline, experience, and compatibility.
- Offer induction, guidance materials, and support for mentors and volunteers.

- Ensure appropriate safeguarding checks and data protection measures are in place.
- Provide a named point of contact (Policy Lead or Administrator) for support and queries.
- Recognise and value the contributions of volunteers and mentors.

Induction and Training

All volunteers and mentors will receive an induction covering the Fellowship's mission, code of conduct, safeguarding principles, data protection, and equality commitments. Additional training may be provided for specific roles or where interaction with vulnerable adults is anticipated.

Safeguarding and Confidentiality

- Volunteers and mentors must adhere to the Safeguarding Policy and report any concerns promptly to the Designated Safeguarding Lead.
- Personal information about fellows or other mentors must not be shared outside authorised channels.
- Mentors must not offer financial assistance, accommodation, or other personal arrangements to fellows without the charity's prior approval.

Conduct and Boundaries

- Mentors and volunteers must act with professionalism and discretion.
- Communication should be respectful, culturally sensitive, and appropriate to the context.
- Romantic, financial, or business relationships with fellows are strictly prohibited.
- The Fellowship reserves the right to discontinue a mentoring or volunteer relationship if boundaries are breached or conduct is inconsistent with TPF's values.

Insurance and Expenses

Volunteers and mentors act in a voluntary capacity and are not employees of TPF. The charity maintains public liability and trustee indemnity insurance that extends to authorised volunteer activities. Reasonable pre-approved expenses may be reimbursed upon submission of receipts.

Ending an Engagement

Either party may end a volunteer or mentorship relationship at any time. TPF asks that mentors or volunteers provide notice where possible to allow smooth transitions. Feedback at the conclusion of the engagement is encouraged to support programme learning and improvement.

Data Protection

Volunteer and mentor information will be processed in accordance with the Privacy Policy and used only for administration, safeguarding, and engagement purposes. Records will be retained and deleted according to the Records Retention Policy.

Complaints and Concerns

Concerns about any aspect of volunteering or mentorship should be raised with the Policy Lead. Where the issue relates to serious misconduct or risk to welfare, it will be escalated in accordance with the Whistleblowing and Safeguarding Policies.

Contact

If you have any questions about this policy, please contact the Policy Lead using the policy@phoenixfellow.org email address.

Review

This policy is reviewed at least once a year and sooner if legal requirements or our operations change. The version number and effective date will be updated on publication.

Effective date

Effective from. 1st October 2025

Document owner. Policy Lead.

Next planned review. September 2026