

Well-being Policy

Aim of the policy.

JHAW/CHIC aims to create a workplace culture that supports the health and well-being of all volunteers, staff and trustees.

Objectives.

a. To create a supportive workplace culture, tackle factors that may have a negative impact on mental health, and ensure managers have the right skills to support volunteers, staff and trustees.

- Deliver an induction for all new starters, providing an outline of the organisation, the policies and the role they are expected to play, including the minimum commitment we expect.
- Ensure that the experience contributes to a positive, healthy life/work balance.
- Ensure all volunteers, staff and trustees have clear role descriptions, objectives and responsibilities, as well as the training to perform them well.
- Offer volunteers and staff flexible working hours where appropriate.
- Set realistic targets and deadlines for volunteers, staff and trustees.
- Ensure good communication between managers and volunteers, staff and trustees, using language that is inclusive, sensitive and appropriate.
- Deal with any conflict quickly and make sure the workplace is free from bullying, harassment, racism or discrimination. Acknowledge any issues raised within 5 working days. Investigation and response should be carried in a timely fashion with the complainant being kept informed of progress.
- Deliver non-judgemental support to any volunteer, staff member or trustee experiencing a mental health issue.

b. To provide support and guidance for any volunteer, staff member or trustee experiencing mental health issues.

- Ensure volunteers, staff and trustees with mental health issues are treated fairly and without judgement.
- Encourage volunteers, staff and trustees to talk to an NHS counsellor or GP to receive professional advice and help.
- If a volunteer, staff member or trustee has been on long term sickness absence, ensure a gradual return to work with support at each stage.
- Treat all matters relating to volunteer, staff and trustee mental ill health in the strictest confidence, and only share information with prior consent from the individual concerned.

c. To encourage the recruitment of people who have experienced mental ill health.

- Ensure that everyone involved in the recruitment process is aware of mental health issues and the Disability Discrimination Act.
- Show a positive attitude to prospective volunteers with mental health issues.

Reviewing and monitoring.

The volunteer managers will be responsible for reviewing the workplace health and well-being policy, as well as monitoring its effectiveness.

The policy's effectiveness can be measured through feedback from volunteers.

Review

From April 2027, this policy will be reviewed on an annual basis.

This policy was reviewed on: 11-08-2025.

Next review due: April 2027.