POLICY 10

Volunteers, Mentors and Facilitators

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Purpose and scope

Apply these requirements when recruiting, screening, assigning, supervising and offboarding volunteers, mentors and facilitators.

Prepare and supervise

Provide a written role description, availability expectations and a named supervisor. Complete references and role-appropriate screening, conduct and confidentiality acknowledgements, and safeguarding training before duties begin where required.

Assign escalation contacts for absence, quality or misconduct. Keep mentoring within the agreed scope. Regulated legal, immigration and mental-health advice requires appropriate qualifications and authorization.

Expenses and exit

Reimburse preapproved and documented expenses. Avoid informal pay or employment commitments. At departure, recover records and equipment, revoke access, and document participant handoffs and unresolved matters.

AI training

Train people in authorized tools, privacy, output verification, bias and the limits of automated guidance. Keep identifying CVs, personal notes and assessments out of unapproved external AI services.

Records and review

The responsible lead keeps the records needed to demonstrate implementation, including relevant approvals, training, checks, incidents and corrective actions. Review this policy at least annually and after a material incident, change in law or funding, or significant program expansion. Refer material changes to the authority designated by Potter's House.

Standards for AI-assisted work

Use approved tools for a defined learning or operational purpose. A person reviews AI-assisted work, checks substantive claims against reliable sources and decides what to use. Protect private information, disclose material AI use and provide an accessible alternative where needed. Record the purpose, tool and permissions, privacy checks, verification, incidents and follow-up.