

POLICY Volunteers

POLICY NUMBER CFL034

EDITION

DATE OF ISSUE

DATE OF REVIEW

SIGNATORY

## 1 Policy

*CONFIDANCE for life* want our volunteers to have an enjoyable and rewarding volunteering experience and believe this is most likely to result if there is:

- A commitment from you, the volunteer, to help us provide the best possible service, and
- A commitment from *CONFIDANCE for life* to treat you well as a volunteer.

This agreement sets out the most important terms of those commitments.

## 2 What our volunteers can expect from *CONFIDANCE for life*

- Fair, considerate treatment and recognition of the value of your volunteering.
- An introductory talk with at least one of our Board of Trustees, giving information about our organisation, the service we provide, your responsibilities as a volunteer, and any other matter affecting your volunteering.
- Ongoing assistance, guidance and support from the Board of Trustees.
- A clear indication of when you will be needed and tasks you will be expected to undertake.
- Adequate warning of any changes to the agreed routine.
- Out of pocket travel expenses in connection with your volunteering.
- Involvement in any decision-making which will affect your volunteering, and notification of any changes or developments within our organisation which will affect you.
- Appropriate training to enable you to do the required tasks.
- Information on the organisation's policies, disciplinary and grievance procedures, and guidance on how to make a complaint.
- Consideration for your health, safety and welfare.
- Confidentiality.
- Appropriate insurance cover.



REGISTERED CHARITY NUMBER SC037515

3 What *CONFIDANCE for life* expects from our volunteers

- An agreement to adhere to the policies, procedures and guidelines of our organisation.
- Support for the aims of *CONFIDANCE for life*.
- Reliability and punctuality in carrying out all the tasks you have agreed to do.
- Due warning of your unavailability, given as soon as possible.
- Honesty in all your dealings with the organisation and the community we aim to serve.
- Teamwork and co-operation with other volunteers and staff; courtesy and consideration towards them, our organisation's clients and the community.
- Your attendance at training and support meetings, and a contribution to decision-making.
- Due warning when something is wrong, or if you have any problems, whilst volunteering.
- A responsible attitude to your own health and safety, and that of others.
- Confidentiality regarding your dealings with customers.