

Volunteers' Charter

Volunteers have both rights and responsibilities, which are embodied in the Volunteers' Charter. This is set out below, and forms the basis of good practice in the management of volunteers.

Volunteers' Rights

- To be given a clear idea of their tasks and responsibilities within the organisation
- To be given the name of someone in the organisation who will look after their interests and who will offer them appropriate support and supervision on a regular basis
- To be assured that any information shared with the organisation is kept confidential
- To be given the same protection under health and safety regulations and public liability as paid employees
- To be offered opportunities for training and skills development, appropriate for the voluntary tasks involved
- To not be exploited - volunteers should not:-
 - Be used to replace paid workers
 - Have unfair demands made on their time
 - Be asked to do something which is against their principles and beliefs
- To be given the chance to play a part in decision making within the organisation
- To not be out of pocket through doing voluntary work. Travel and other expenses should be offered by all funded organisation

Volunteers' Responsibilities

- To accept the organisations aims and objectives
- To do what is reasonably requested of them, to the best of their ability
- To treat information obtained whilst volunteering on a confidential manner - this can be information about clients or other workers, paid and unpaid
- To recognise the right of the organisation to expect quality of service from all its staff, paid and unpaid
- To recognise that they represent the organisation and therefore need to act in an appropriate manner at all times
- To honour any commitment made to the best of their abilities, notifying the organisation in good time should they be unable to keep that commitment eg for holidays
- To be willing to undertake appropriate training with respect to Health & Safety issues, Insurance liability and general good practice as necessary for the voluntary work undertaken
- To share suggestions for changes in working practices with the Volunteer Organiser