

People giving time - one of the keys to our success

THE VOLUNTEER CHARTER (Example Only)

This charter identifies our responsibilities to each other. Its purpose is to provide a framework for you to offer your services to us (name of org here) and for us (name of org here) to make the best use of them. It reflects our hopes and expectations but grants neither us nor you any legal rights. It is not intended to create any legal relationship between us.

Our responsibilities to you

In order that we make the best of the contribution that you can offer it hopes to:

- * Provide accurate information about our (name of org here) mission and the role of volunteers
- * Provide a clear, written workplan, which will include a task description, and details of the days/hours and other conditions for your voluntary activities
- * Provide you with appropriate induction, support and training
- * Take steps to integrate you within the organisation through inclusion at meetings, social events etc
- * Provide regular and constructive feedback on your performance
- * Protect your security whilst you provide your voluntary work
- * Insure you whilst you provide your voluntary work
- * Ensure your voluntary work is not taken advantage of
- * Ensure paid colleagues take you seriously
- * Reimburse your out of pocket expenses, including childcare where possible
- * Consult you on matters which directly or indirectly affect you and your voluntary work
- * Recognise that different volunteers are able to offer different levels of time and commitment and that this will change from time to time
- * Support you in saying "No" when necessary
- * Encourage you to take on more challenging roles when you are ready and willing to do so
- * Offer you opportunities for change and personal development relating to your voluntary work, including recognised accreditation where possible

- * Ensure that you know to whom to report and from whom you should receive support for any problems
- * Ensure that all selection/placement processes are fair
- * Ensure that you are free from discrimination on grounds of race, gender, class, disability, sexual orientation, marital or parental status
- * Keep confidential all information relating to you, unless legally compelled to disclose such information.

As a volunteer we (name of org here) hopes that you will:

- * Be reliable and punctual
- * Let us know if you are going to be unavailable or running late
- * Respect the confidentiality of information you receive whilst working as a volunteer
- * Respect the rights of customers and other workers within (name of org here)
- * Have a non-judgmental and impartial approach
- * Give feedback and pass on important information to your supervisor
- * Recognise personal and external limits on commitment
- * Undertake relevant training
- * Acknowledge decisions taken by the organisation
- * Work within the authority given to you and only take on extra duties with the express agreement of your supervisor
- * Ask for support when it is needed
- * Abide by (name of org here) Equal Opportunities Policy
- * Abide by the Health and Safety Policy and the Disability Discrimination Act
- * Be flexible