

VOLUNTEERING
CODE OF GOOD PRACTICE

INTRODUCTION

The Volunteering Code of Good Practice is one of the five Codes of Good Practice that supports the Southampton Compact - the Agreement between Southampton's Public Sector and Southampton's Voluntary and Community Sector that defines our working relationship in mutually beneficial terms as expressed in the principles and undertakings.

Its primary purpose is to be used as a source of reference that demonstrates how we have committed to work together rather than the Volunteering Code of Good Practice being a legally binding document.

This code should be read in conjunction with the following:

- The national Compact and the Code of Practice on Volunteering <http://www.thecompact.org.uk>
- The Southampton Volunteers' Charter <http://www.southamptonvs.org.uk>
- The Southampton Community Strategy <http://www.southampton.gov.uk>

Its aims are to:

1. Enable more people to become active in volunteering by offering the necessary support needed
2. Raise the profile of volunteering and recognise the contribution made by volunteers both socially and economically
3. Promote volunteering as valuable both to volunteers as well the people/communities that they help
4. Increase the range of volunteering opportunities
5. Challenge and work towards dispelling barriers to volunteering
6. Endorse recommended good practice when involving volunteers

THE UNDERTAKINGS

We endorse and agree to adopt those undertakings set out in the national Compact Code of Practice on Volunteering that relate and may be applied at a local level. In addition to further undertake to uphold the expectations noted in the local Volunteers' Charter.

EXPECTATIONS

Volunteers expect:

1. Not to be used instead of paid workers.
2. To have a clear understanding of their duties and responsibilities and to have a written description of their role in the form of a Volunteer Task Description.

3. To have a clear understanding of the time commitment and the right to say no without fear of embarrassment.
4. To have effective induction to their role.
5. To have an understanding of the group or organisation's structure and relevant personnel.
6. To receive relevant training appropriate for the role.
7. To be provided with the appropriate tools, equipment and materials to enable them to carry out their role/tasks.
8. To have regular supervision/support sessions with a Line Manager to whom they also have access on a regular basis.
9. To have legitimate expenses e.g. travel costs, incurred in respect of their volunteering re-paid, if required.
10. To be afforded fair treatment in regard to Equal Opportunities and for groups to be mindful towards recruiting volunteers that reflect diversity.
11. To be given the same protection as paid workers under Health and Safety regulations. To have their role and the tasks they are required to perform scrutinised for Risk Assessment purposes.
12. To be protected by relevant insurance such as Public Liability.
13. To have access to a system where if there is cause for concern or complaint, there is a process in which it may be addressed.
14. To be aware of the group's Policies and Procedures and to have any necessary guidance regarding implementation.
15. To receive an appropriate reference, if required.

Groups expect volunteers:

1. To accept the group's aims and objectives and to act as a member of the overall team in achieving the organisational goals.
2. To declare any conflict of interest and not bring the group into disrepute either during or outside their volunteering activity
3. To adhere to all the group's policies and procedures especially Volunteer, Confidentiality, Health & Safety and Equal Opportunities.
4. To comply with the group's recruitment process which may include making applications to the Criminal Records Bureau for disclosures.
5. To pay due regard to the principles of volunteering good practice.
6. To carry out the tasks to the best of their abilities and to recognise the right of the group to expect quality of service from all its staff – paid and unpaid.
7. To attend regularly at the times agreed and to give adequate notice of any known absence e.g. holidays. Also, in the event of unavoidable absence, to advise the Volunteer Co-ordinator of the reason as soon as possible.
8. To commit to undertake training or further training as requested and to accept that not to do so may mean they are unable to act as a volunteer within a setting.
9. To attend regularly all support/supervision sessions and to take instruction or guidance from authorised staff in respect of their volunteer input.
10. To appreciate that the working relationship between the volunteer and the group is an agreement in honour only with no intent to create a legally binding contract of employment between the parties.