

## Southampton Voluntary Services Opening Times

**Monday to Friday**  
**9.30am - 4.00pm**

Information can be posted, emailed or faxed to you

### **Parking**

SVS has five short stay parking spaces for **deliveries only** situated at the rear of the building along with two disabled spaces.

There is two hour parking on St Mary's Street, all day parking in the East Street Shopping Centre car park and on-road meters around Hoglands Park opposite the Voluntary Action Centre.

SVS is the umbrella organisation for the local voluntary sector and provides an independent voice and support, as well as managing projects.

SVS receives funding and support from many organisations, public bodies and charitable trusts.



**Southampton Voluntary Services**

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in England & Wales

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**Southampton Voluntary Services**

## VOLUNTEER CHARTER

**Voluntary Action Centre Kingsland Square St Mary's St Southampton SO14 1NW**  
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**This Charter has been developed by Volunteer Managers and Volunteers through the Southampton Voluntary Services Volunteer Co-ordinators Group.**

This aims to set out the principles, mutual expectations and responsibilities around volunteering which can be used as a good practice reference.

### **Definition of volunteering**

Volunteering is a work related activity carried out by choice for someone who is not a family member and without legal obligation, by the volunteer who does not expect to be paid (other than receiving reasonable out of pocket expenses).

### **Expectations and responsibilities**

The involvement of volunteers should support the work of paid staff. Volunteers should not be used instead of paid staff or used to undertake the work of paid staff during industrial disputes.

Volunteers may expect an organisation that involves them to have a written Volunteer Policy and Volunteer Role Description and have in place recruitment procedures that reflect fairness, consistency and regard to the involvement of a diverse group of volunteers.

Volunteers are likely to be asked to provide appropriate references and, where the role demands, to comply with the requirements of obtaining a Criminal Records Bureau disclosure.

Volunteers should have access to appropriate training and development and an effective induction to their role and area of work.

Volunteers should be paid reasonable out of pocket expenses.

Volunteers should be provided with the appropriate tools, equipment and materials to enable them to carry out their role and related tasks.

Volunteers can expect to carry out their duties in safe, secure and healthy environments that are free from harassment, intimidation, bullying, violence and discrimination and to be protected by appropriate insurance cover.

There should be established systems whereby resolution to any problems or complaints between volunteers, organisation and paid staff, may be addressed.

Volunteer Co-ordinators should provide regular support and supervision with

volunteers who are expected to attend. There should be mutual expectations around the commitment of the volunteer to their role and the organisation to their volunteers in providing them with the appropriate level of support.

Volunteers are expected to accept the organisation's aims and objectives and act as a member of the overall team in achieving the organisation's goals.

Volunteers should declare any conflict of interest and not bring the organisation into disrepute either during or outside their volunteering activities.

Organisational policies and procedures, which relate to the Volunteer's role and area of work must be respected and adhered to by the volunteer, especially Confidentiality, Health & Safety and Equal Opportunities.

Volunteer involving organisations expect their volunteers to carry out their duties to the best of their abilities; to attend at the agreed times; to give notice of any known absence e.g. holidays and in the event of unavoidable absence, to advise the Volunteer Co-ordinator of the reason as soon as possible.

Volunteers are expected to take instruction or guidance from authorised staff in respect of their volunteering input and when required, to give feedback.

SVS can provide you support covering all aspects of volunteering and inform you of best practice.

For more information contact

**The Volunteer Development Team**

or email [volunteer@southamptonvs.org.uk](mailto:volunteer@southamptonvs.org.uk)

tel: 02380 228291 fax: 023 80 222929

[www.southamptonvs.org.uk](http://www.southamptonvs.org.uk)



**promoting voluntary action**

