



## Agreement for the use of Volunteer Connect

### Welcome to Volunteer Connect

This is a free service for **community groups, charity, non-profit or public sector** organisations.

We are here to support you to involve volunteers in a way that benefits your organisation, your beneficiaries and the volunteers you involve.

We are committed to promoting good practice in volunteering. Please see below the minimum standards that we ask all organisations to agree to before we will advertise your volunteer roles.

Please note that volunteers make contact with the Volunteering Service through various means including face-to-face meetings, online registration or by phone. We do not take up references for volunteers or carry out DBS checks. Organisations that are recruiting will need to make their own enquiries as to the suitability of the potential volunteer they may engage.

### YOUR COMMITMENT:

As a volunteer-involving organisation, you agree to implement the following principles of good practice:

#### 1. Volunteering is open to everyone

Volunteers from all backgrounds are welcomed.

#### 2. Recruitment of volunteers is fair and prompt

Volunteers are contacted promptly and requirements are appropriate for each role.

#### 3. Roles are kept up-to-date

Information is accurate and up-to-date. When roles are filled, please tick the 'closed' button to remove them from the live site that volunteers will see. (Closed roles are still saved and can be 'opened' at any time). It is your responsibility to ensure that the roles advertised are current and up-to-date with accurate contact details.

#### 4. Induction and training

Training needs for each role are identified and volunteers receive the necessary induction and training to do their role.

#### 5. Support and supervision

A named person ensures ongoing support appropriate to the role.

#### 6. Insurance, health and safety, safeguarding and other legal requirements are met

The physical and emotional risks of volunteering are identified, minimised and covered by Health and Safety checks, risk assessments and adequate insurance. This includes as a minimum:

- Public liability insurance
- Employer's liability insurance – specifically checking that this does cover volunteers
- Safeguarding policy (if working with children or vulnerable adults)
- DBS checks (if required) are completed in line with current guidelines

### **7. Out-of-pocket expenses are paid**

Volunteers are paid out-of-pocket expenses in accordance with your volunteer policy.

### **8. Let us know the number of volunteers placed**

Please let us know the number of volunteers placed with you via our service. We will request this information every six months.

### **OUR COMMITMENT TO YOU:**

We will advertise and promote your volunteer roles in the following ways:

- Make them available to people using our service through our 1:1 appointments, online or by telephone
- Promote Volunteer Connect from our website and direct volunteers to register

We will review your advert and where appropriate will offer support to make it clear, attractive and appropriate for volunteers. If a volunteer role does not appear to be in line with good practice, we will contact you to see how it might be re-shaped so that it does comply with good practice and we can then publicise it.

It is not possible to guarantee that you'll get a response to your advert. Volunteers will choose the roles that are most appealing to them.

We also offer:

- Good practice advice and support
- Assistance to groups and organisations wanting to develop their volunteer programmes
- A Volunteer Coordinators' Forum – an opportunity for networking and professional development
- Training courses in volunteer management

#### **For more information, please contact:**

Community Connections Richmond

Richmond CVS

Richmond and Hillcroft Adult Community College (RHACC)

Parkshot, Richmond TW9 2RE

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