

Richard Dimpleby Cancer Fund

Registered Charity No. 247558

Volunteering policy

The Richard Dimpleby Cancer Fund recognises that volunteers are key to enabling us to carry out fundraising activities that we wouldn't otherwise be able to do. Without their time, effort and unfaltering commitment to our cause we simply could not deliver our events and fundraising days, and by giving us their time we are able to ensure more of the money raised goes directly to help those we support.

We are committed to providing volunteers with meaningful roles and opportunities. We want them to feel – and be – supported.

Guiding principles

Volunteers are vital in growing our fundraising and delivering our work.

Volunteering is an important method of increasing participation in our work and developing greater awareness of our strategic vision.

Volunteers should never be brought in to replace paid employees, and all of our volunteer roles are designed to complement, add to, or enhance the work of a paid member of staff.

A volunteer is someone who, without receiving payment, gives their time to assist with *The Richard Dimpleby Cancer Fund's* vision and purpose. This definition could include full-time volunteers, occasional volunteers and some fundraising volunteer roles. At the present time our volunteers are engaged predominantly at fundraising events and collection days.

Volunteering is a two-way partnership, from which both parties can benefit. By volunteering with *The Richard Dimpleby Cancer Fund*, volunteers can gain experience and a reference for their CV, meet new people, work on new challenges, have fun, support others and much more.

Who is covered by this policy and procedure?

This policy applies to any individual who volunteers with *The Richard Dimpleby Cancer Fund* and any member of staff who works directly with volunteers.

This policy does not apply to individuals giving their time to *The Richard Dimpleby Cancer Fund* under corporate social responsibility arrangements, or undertaking fundraising activities under their own volition.

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Recruitment

There are a variety of ways people interested in volunteering may enquire; over the phone, face to face, through our website or through our social media channels. In all cases, volunteers will be given an opportunity to speak to a member of staff about volunteer opportunities. Volunteer recruitment is driven by organisational need and so potential volunteers will then be matched to clearly defined opportunities and activities according to their skills and motivations.

We will do everything practically possible to ensure volunteer opportunities are available to everyone, in line with *The Richard Dimbleby Cancer Fund's* commitment to Equality and Diversity.

Disclosure and Barring Service (DBS) and safeguarding

Safeguarding vulnerable adults and children is of paramount importance and we reserve the right to carry out background checks or ask for Disclosure and Barring Checks. However, at the current time, all Volunteers will be engaged under the supervision of a *Richard Dimbleby Cancer Fund* staff member, and at our events that involve children, the children are always under accompanied by a responsible adult (such as their teacher, parent or guardian) who take sole responsibility for that child.

Please refer to our Safeguarding policy.

Induction and training

Volunteers will be fully briefed before an event or collection day by a *Richard Dimbleby Cancer Fund* staff member.

Data protection, confidentiality and privacy

Staff managing volunteers will be responsible for maintaining all volunteer records in line with *The Richard Dimbleby Cancer Fund's* Data Protection Policy.

All volunteers must sign and accept the terms of our Volunteer User Agreement which includes our confidentiality agreement.

Volunteers should be aware of *The Richard Dimbleby Cancer Fund's* Data Protection Policy. Any personal data – such as a guest lists, or event participant information – remains the property of *The Richard Dimbleby Cancer Fund* and should not be retained by volunteers in any form outside of the event.

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Any breach of our confidentiality or data policies will be taken extremely seriously.

Health and safety

The health and safety of volunteers is very important. All volunteers will receive health and safety information as part of their briefing, and it is the responsibility of *The Richard Dimpleby Cancer Fund* to undertake risk assessments for events as and when appropriate. While carrying out volunteering activities, volunteers are covered by *The Richard Dimpleby Cancer Fund's* insurance.

Expenses

Volunteer expenses must be agreed in advance by the *Richard Dimpleby Cancer Fund*. If out-of-pocket expenses are agreed, volunteers must provide receipts in order to be reimbursed.

Resolving problems

The relationship between the organisation and its volunteers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service and volunteers should enjoy making their contribution. If the participation of a volunteer does not meet with the organisation's standards the issues will be managed by the Event manager. We will aim to identify and solve any problems and complaints at the earliest possible stage.

Our volunteers are entitled to be informed of any concerns or complaints about them and Scope respects their wish to always have the opportunity to have their point of view heard if a conflict arises. We recognise that sometimes things do go wrong and will ensure that all staff and volunteers are aware of our volunteer problem solving procedure.

Equally, volunteers have the right to complain, raise concerns and comment on *The Richard Dimpleby Cancer Fund*. Please refer to our Complaints and Whistleblowing policies.

Confidentiality

All volunteers have a duty of confidentiality. This includes information of a personal nature, for example, name, address, telephone number, or any other information about other volunteers, fundraisers or event attendees which might result in the identity of the customer being disclosed without their prior consent.

As above, volunteers should not share, copy or retain information they have access to. Volunteers must also respect the confidentiality of staff and fellow volunteers by not discussing information which is not public with staff, fellow volunteers or anyone outside the organisation.

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Reliability

Volunteers play key roles in the organisation and so are required to commit to their pre-arranged volunteering dates and time slots. If, for whatever reason, volunteers are unable to make their regular time commitment, for example if they have booked a holiday, they are required to give as much advance notice as possible. If this is not provided, it may be appropriate for the volunteer's manager to address it with the volunteer.

Volunteers have the right to request a reference for their service whilst volunteering and for at least up to two years from their date of leaving.