



SCCCC Volunteering Rights and Responsibilities Charter

SCCCC recognises that volunteers offer their time willingly and freely without any binding obligation. At the same time, there is a reasonable expectation of mutual support and reliability in what SCCCC can expect of volunteers and what volunteers can expect from SCCCC.

Key elements of these expectations are summarised in the sections below. This list is not intended to be exhaustive. Instead, it is designed to communicate our mutual commitment to creating an environment where you as a volunteer:

- are recognised, valued, and supported by us.
- offer SCCCC (staff, volunteers and service users) the same respect and consideration.

Volunteers – What you can expect from us

- To be treated with respect, having your time and commitment valued by staff and Trustees in line with SCCCC's core key values: caring, committed, credible, compassionate.
- To inform and guide you in the application of SCCCC's policies, practices, professional boundaries, standards and expectations through the recruitment, induction, supervision and ongoing training process.
- To provide you with adequate insurance cover and a healthy and safe volunteering environment.
- To reimburse reasonable out-of-pocket travel and phone expenses.
- To provide you with appropriate initial induction and access to periodic 'top-up/development training courses.
- To provide you with a named Coordinator/relevant staff and office contacts, to enable you to access support and guidance.
- To provide you with regular supervision sessions.
- To be given appropriate information relating to your service user/volunteering activity to enable you to perform your role, trusting you will keep sensitive information confidential (as outlined in the Confidentiality policy/declaration).
- To share information about you on a 'need to know' basis within the organisation to ensure you are effectively supported and good standards of service delivery are maintained (as outlined in the Confidentiality policy/declaration).
- To actively engage with any concerns, difficulties or grievances you raise with us (be this informally or through the formal Complaints process).
- To raise any concerns we have with you openly and respectfully with a view to seeking resolution in a fair manner.
- To inform and consult with you on significant matters which pertain to your specific volunteering activity with us, including wider volunteering and organisational developments.

- To respectfully and sensitively consider any requests from you to temporarily put on hold your volunteering activity.
- To recognise your right to have holiday breaks.

Volunteers – What we can expect from you

- To act as a positive ambassador for SCCCC, demonstrating our key values: caring, committed, credible, compassionate.
- To act within SCCCC's policies, maintaining professional boundaries and standards, as outlined in your induction with particular reference to: Confidentiality; Safeguarding; Lone Working; Health and Safety; Appropriate Boundaries.
- To be responsible, reliable and trustworthy, doing your best at all times.
- To keep in regular contact with your Coordinator/relevant SCCCC staff to update them generally on your volunteering activity/ caseload.
- To log your monthly activity hours with SCCCC to enable us to track activity.
- To pro-actively raise with SCCCC a) any general concerns about service users' wellbeing and welfare b) any concerns about potential abuse, in line with SCCCC's Safeguarding policy.
- To pro-actively raise with us any health, personal, or other issues which may impact on your ability to volunteer in the short or long term.
- To let us know as soon as possible if you are unable to make a prebooked arrangement with your service user/attend any other volunteering activity so that we can inform your service user for you (if you are unable to do so directly) or take steps to cover the activity.
- To let us know with as much notice as possible if you wish to temporarily halt or end your volunteering.
- To let us know if there are changes to your availability, address or contact details.
- To be accountable for your actions and be willing to both offer and engage with feedback.
- To raise any difficulties or areas of conflict you have informally with your Coordinator/appropriate SCCCC staff at the first opportunity (or if more serious formally through our Complaints procedure).
- To seek guidance from your Coordinator/appropriate SCCCC staff prior to altering any normal boundaries of the volunteer role. Where agreement is not given for any changes, to abide by this.
- To participate in volunteer training and social events that are offered throughout the year, wherever possible.
- To participate in any supervision sessions or training that are deemed mandatory.
- To submit expense claims regularly (either monthly or bi-monthly).
- To commit to renewing your DBS check every three years, with our support.

This agreement is binding in honour only, it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Volunteer Signature: _____ **Date:** / /

Signed on behalf of SCCCC (Name and Role): _____ **Date:** / /