VOLUNTEER CHARTER
Statement of Principles for Refugees Welcome Volunteers

In involving volunteers REFUGEES WELCOME is guided by the following principles of good practice.

The Volunteering Policy contains more detailed descriptions of these principles.

- Volunteers will receive Good Practice Guidelines, a Volunteer Agreement and a Confidentiality Statement, ensuring they have clear expectations of their role
- Volunteers have a named person as their main point of contact and are provided with regular phone calls / group meetings to consider progress, and discuss any concerns, this is normally the Support worker or Lead Trustee
- We offer training and support for volunteers where appropriate and available.
- We provide support for Project Leads who manage volunteers
- We ensure that volunteers feel part of the organizational structure by enabling them to contribute to our on-going development by attending information sessions and events
- Information given to volunteers, and forms they are asked to complete, are clear and easy to understand
- Volunteers are reimbursed for reasonable out-of-pocket expenses as set out in the Guidelines for Good Practice
- Within resources currently available, Refugees Welcome will try to meet additional equipment, or support needs to enable disabled people to participate fully as a volunteer
- We aim to identify and solve problems at the earliest possible stage; procedures are in place to deal with complaints either by or about volunteers
- We do not regard volunteers as unpaid employees and do not expect volunteers to undertake inappropriate responsibilities or roles
- All volunteers are expected and required to follow our Equality and Diversity Policy and treat each other and all people they come into contact with while carrying out their volunteer activities with respect and fairness
- We provide appropriate Public Liability insurance cover for all volunteers whilst engaged in their volunteering activity

- Our Health and Safety Policy covers volunteers, and we take care not to expose volunteers to risks to their health and safety, and that of others

- There is no formal/legal agreement between REFUGEES WELCOME and its volunteers. When volunteers give their time for a given number of hours, this is entirely at their discretion

- We will update our guidance in line with relevant changes in either law or in the scope of volunteer roles

- We ask volunteers to recognize when families can do things independently, and not offer support for longer than is needed, so they can move on to support other newer families

- We ask that volunteers seek consent from families to speak/ act on their behalf with third parties (e.g. healthcare services, housing providers, schools, other statutory service providers, voluntary and faith organizations or commercial businesses) before taking any such action. Forms to give consent are available.

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