



Volunteer Rights and Responsibilities

Last updated: June 2018

Volunteers are vital to the work of the Welcoming and we are delighted that you are keen to be involved. This document sets out what you can expect from us as a volunteer and, in turn, what we expect from you.

The Welcoming is committed to:

- Giving you a positive and rewarding experience as a volunteer
- Matching your skills and experiences to the right role for you, listening to your motivations and aspirations
- Providing a clear description of your volunteer role
- Providing an induction to your role and any training required
- Providing regular support throughout your volunteer experience and offering you feedback on your work
- Honouring the time commitment you have agreed to give us and not to expect more from you unless offered and agreed
- Being flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments
- Ensuring that you are treated fairly and in accordance with our Equality and Diversity Policy
- Ensuring that you know what to do to stay safe, in accordance with our Health and Safety Policy
- Providing insurance cover for you whilst you are undertaking volunteering approved and authorised by us
- Addressing any issues or difficulties you may have whilst you volunteer with us
- Listening to what you have to say
- Following up on any feedback or questions you may have regarding your involvement as a volunteer
- Celebrating your success and recognising your contribution
- Providing references to support you with applications for future volunteering or employment opportunities (normally after a minimum period of engagement eg 6 months)
- Treating you fairly with dignity and respect

We expect you to:

- Provide references before taking up your volunteering role
- Perform your volunteer role reliably and to the best of your ability

- Work as agreed with your supervisor and in your volunteer role description
- Undertake training, or engage in support and supervision as required
- Honour your volunteer commitments and as far as possible to give reasonable notice when you are unable to attend
- Follow our policies and procedures including Health and Safety and Equality and Diversity
- Be accountable and accept feedback
- Keep updated (eg check your emails) and acknowledge decisions made by Welcoming staff
- Let us know about any concerns or questions you have
- Respect the confidentiality of information relating to the Welcoming and its participants
- Treat everyone you meet at the Welcoming with dignity and respect

