

Conquest Centre

Volunteer Policy

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Animals • Wellbeing • Nature • Connection

Registered Charity No. 1103883 / Registered Company No. 5079915

VOLUNTEER POLICY

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VOLUNTEER POLICY

1. Policy Statement

Conquest Centre acknowledges that volunteers are vital to its ongoing and future success. Volunteers at every level contribute their energy and enthusiasm to make sure that we deliver a service to our participants and both acknowledging and celebrating this is a core value. This policy identifies the key areas of support and back up for volunteers working on behalf of Conquest Centre. It states what Conquest Centre sets out to do for its volunteers and what the charity expects in return. Our policy is "Our Commitment to Volunteers", which is a statement of hopes and expectations owed both ways.

2. Data Protection

Conquest Centre supports the objectives of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and other legislation relating to Data Processing, including the Human Rights Act 1998, Regulation of Investigatory Powers Act 2000 and the Freedom of Information Act 2000. Conquest Centre has a statutory obligation to process personal data in accordance with the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Every member of Conquest Centre has an obligation to ensure that the information they process (use) is collected, maintained and disclosed in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and the Conquest Centre Data Protection Policy.

3. Disclosure of Information

Any use or disclosure of information held within Conquest Centre, without there being a legitimate purpose or legal basis, will be classed as unauthorised and is a criminal offence under Section 55 of the Act Right of Access (Subject Access Requests)

4. Conquest Centre's Commitment to Volunteers

Conquest Centre values every volunteer and is committed to giving each volunteer the best experience possible. Conquest Centre will:

- Ensure you will be treated with respect and courtesy in all your dealings with Conquest Centre as we recognise how important your contributions are to our work;
- Welcome your comments and suggestions and provide an opportunity to make worthwhile contributions to our objectives;
- Provide support and supervision - whatever your role within Conquest Centre you will have the support of all other staff and volunteers as well as providing you with the right equipment for the task;
- Provide training and guidelines - volunteers are asked to complete initial training and may be offered additional training opportunities thereafter;
- Provide public liability, personal accident and Trustee indemnity insurance cover as appropriate;
- Operate a 'zero tolerance' policy for physical and verbal abuse for the safety and protection of all those that volunteer, work and visit Conquest Centre.

In return for our commitment, we ask you:

- For a positive and upbeat approach to your role within Conquest Centre;
- To fulfil your role, you take on tasks to the best of your ability and time available;
- To respect and comply with Conquest Centre policies – these are in place for the benefit and protection of volunteers, staff, service users and members of the public;

- To enhance the good reputation of Conquest Centre - as a representative Charity, we expect you to behave in a professional and courteous manner;
- To maintain confidentiality - to abide by the Conquest Centre GDPR and Privacy Policies and to abide by the principle of confidentiality and respect all confidential information relating to Conquest Centre, fellow volunteers, employees, members of the public and service users.
- Not to take photos without permission from the Centre Manager;
- To comply with our Publicity Guidelines – to ensure any comments or statements made on behalf of Conquest Centre are in line with Conquest Centre guidelines and policies. Any media contact must be through our office;
- To be reliable and let us know as soon as possible if you are unable to attend your agreed session times;
- To be open and talk to your colleagues (volunteers or staff) if you have a problem;
- To take reasonable care of your own health and safety and that of others.

As a fair and open environment in which all volunteers can contribute and participate, Conquest Centre encourages people from all backgrounds and ages to volunteer.

5. Recruitment

Conquest Centre is committed to equal opportunities and believes that volunteering should be open to all regardless of race, gender, religion, sexual orientation, political beliefs or offending background that does not create a risk to vulnerable groups including children. If a volunteer has a special need or disability that makes their involvement difficult, every effort will be made to involve them. An explanation will be given if this is not possible. The acceptance of volunteer assistance for a particular role is made on merit, with the sole selection criterion being the individual's suitability to carry out agreed tasks.

Personal information recorded about volunteers is stored and maintained securely as outlined in Conquest Centre Data Protection Policy.

6. Support, Supervision and Recognition

Volunteers will need to complete an induction prior to starting which will include a brief about the activities to be undertaken and given all the necessary information to enable them to perform with confidence. Conquest Centre encourages feedback and volunteers will be given the opportunity, where relevant, to share their views and opinions with the charity's trustees and staff.

Conquest Centre will seek to recognise volunteers' achievements and contributions in a variety of ways. (e.g. internal awards, articles in newspapers, thank you letters etc.).

7. Insurance

Volunteers are covered by Conquest Centre's Public and Employer's Liability Insurance. The organisation does not insure the volunteer's personal possessions against loss or damage.

8. Confidentiality

Conquest Centre places significant importance on the confidentiality and security of individuals' personal information and we will always try to take appropriate precautions. Volunteers must ensure sensitive information remains confidential; this includes the personal information of supporters, beneficiaries and volunteers, as well as information relating to the overall business of the charity.

All information;

- Must be treated as confidential.
- Must not be discussed outside Conquest Centre.
- Must not be used for your own purposes.
- Must not be shared on social media sites or texts.

Remember: confidentiality is forever and continues after your involvement with the charity has finished.

9. Resolving Problems

Conquest Centre aims to treat all volunteers fairly, objectively and consistently and seeks to ensure that volunteers' views are heard, noted and acted upon promptly. Conquest Centre will aim for a positive and amicable solution in accordance with the procedures in its Complaints Policy.

Volunteers are encouraged to raise any problems at the earliest opportunity, so that issues may be resolved promptly and informally.

10. Policy Review

The Centre Manager is responsible for monitoring and reviewing this policy. This policy will be reviewed annually. In addition, changes to legislation, national guidance, codes of practice or government advice may trigger interim reviews.