



EAST CUMBRIA FAMILY SUPPORT ASSOCIATION

VOLUNTEERS' RIGHTS AND RESPONSIBILITIES

Every individual has the right to volunteer (volunteering is freely undertaken and not for financial gain). Volunteers have rights and expectations which should be met in the course of their work. Volunteering is a legitimate activity in its own right. It is not a substitute for paid work but is just as important.

East Cumbria Family Support Association will undertake to:

1. Ensure that information requested during the recruitment process is kept confidential and stored securely.
2. Provide an induction to the Association through the initial training course and make further training available as necessary.
3. Treat you fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins or socio/economic background.
4. Give volunteers a clear idea of the tasks they are going to be asked to perform.
5. Ensure that volunteers and families are suitably matched and that the support being provided is reviewed on a regular basis.
6. Provide a supportive and positive environment that ensures that volunteers enjoy their involvement. Support will be provided on a group or individual basis.
7. Arrange appropriate holiday cover for volunteers where necessary. Family Support Coordinators can sometimes cover visits when appropriate and offer supplementary visits during a critical period.
8. Protect volunteers whilst working for East Cumbria Family Support Association within their community risks policy which includes public liability and personal accident insurance.
9. Ensure that volunteers do not suffer financially by doing voluntary work. Legitimate expenses such as travelling, telephone and postage costs will be reimbursed. Additional costs which may be incurred in supporting a family such as entry or entertainment costs must be discussed in advance with your Family Support Coordinator.
10. Deal with any complaints or grievances related to the Association fairly, promptly and in confidence.
11. Consider any ideas or suggestions for improving the Association's work.
12. Give volunteers a part to play in the decision making process of the Association through a volunteer representative on the Management Committee.
13. Value volunteers and say thank you on a regular basis.
14. Provide volunteers with a written record or reference for the work they have undertaken.

East Cumbria Family Support Association requires each volunteer to:

1. Provide two referees and to provide permission for checks to be carried out with the Criminal Records Bureau. Due the nature of the work befriending vulnerable children and adults volunteers are required by the Rehabilitation of Offenders Act 1974 to declare both prior to and during volunteering all criminal convictions and cautions including those which are spent. A conviction does not mean that a volunteer is automatically unsuitable, the majority of convictions will not have any bearing on a persons suitability. The Trustees will consider any positive disclosures taking into account the nature of the offence, time which has elapsed since the offence was committed and lifestyle changes if appropriate.
2. Follow the initial course of training.
3. Treat fellow volunteers and staff with courtesy and respect.
4. Treat all people equally.
5. Maintain the confidentiality of the service users personal, sensitive or confidential information and only discuss these details with staff members. Not to mention the names or other details of service users in conversation with people outside the Association.
6. Maintain as necessary health and safety precautions when working as a Family Support Volunteer.
7. Ensure that their car insurance covers their voluntary work and is valid, together with car tax, MOT certificate and driving licence.
8. Be reliable and visit their allocated family regularly and to notify the family if a planned visit has to be cancelled.
9. Inform the designated Family Support Coordinator if, for some reason, more than two consecutive visits have to be missed.
10. Provide the designated Family Support Coordinator with basic information concerning the families visited, so that records can be maintained.
11. Contact the designated Family Support Coordinator or other ECFSA staff whenever support, advice or immediate action is required.
12. Report any accidents or incidents as soon as possible so that they can be recorded in the accident book.
13. Let us know if they wish to change the nature of their contribution.
14. Be open and honest in your dealings with us by bringing any grievances or problems to the attention of ECFSA staff before they escalate.
15. Let us know if we can improve the service and support that you receive or have any specific training needs.
16. Arrange 'holiday time' from their duties as a Family Support Volunteer- everyone needs a break.

Volunteering should be a fulfilling experience. When volunteers' commitment and abilities are matched by adequate supervision and support, they should be able to develop, expand or change their area of work.

The Volunteer's Rights and Responsibilities exist to acknowledge the specialist nature of being a Family Support Volunteer. Its aim is to safeguard you and ensure good practice throughout the Association.