

Thriving Kirklees Volunteer Charter



This Volunteer Charter contains our mutual hopes and expectations to make sure you are able to help in the voluntary work of Thriving Kirklees and that you feel that Thriving Kirklees recognises and values your contribution. As a volunteer you are one of a key group of people playing a crucial role in providing support for families and young people. Each partner within Thriving Kirklees has been quality assured, has a managing volunteer's policy in place and commits to fully supporting Thriving Kirklees volunteers.

Our responsibilities to you

We aim to treat all volunteers with respect and undertake our responsibilities to you fairly and recognise that each offers their own unique qualities and has their own needs for support. We will ensure volunteers have:

- up-to-date information about Thriving Kirklees
- an individual contact with a named Thriving Kirklees practitioner
- access to on-going training to support the volunteering role
- clarity about the role and task and who will provide support if there are any problems
- sufficient information about the family/young person to be supported or service to be supported
- information about health and safety and safeguarding
- effective supervision of voluntary activities and support for individual volunteers
- reimbursement for agreed out-of-pocket expenses
- opportunities to evaluate, comment on and contribute to the work of Thriving Kirklees
- an understanding of how to raise problems or make a complaint
- opportunities to join with other volunteers for social network opportunities
- access to appropriate policies that relate to the volunteering role
- a commitment to diversity and addressing inequalities
- the opportunity to move on positively, creating volunteer opportunities across the partnership and enabling volunteers to move organisations
- their voice and views valued.

Your responsibilities to us

- to perform your volunteer role to the best of your ability
- to offer positive, caring support to families and young people
- to be reliable and trustworthy
- to attend and complete any mandatory training
- to inform the organisation of any problems, difficulties or changes within your own circumstances which may affect your ability to volunteer
- to maintain the Thriving Kirklees guidelines on confidentiality and data protection
- to be aware of and work within guidelines on safeguarding adults and children, equality and diversity and health and safety
- to ensure your car is adequately insured if transporting service users (if applicable)
- to understand and adhere to the organisations policies and procedures as instructed
- to keep records if requested and be mindful of storage of such records

Helen Jones
Chair of Thriving Kirklees Board

