



**PROSTATE
CANCER UK**

Volunteer Policy

Policy Statement

Prostate Cancer UK commits to ensuring the contribution of volunteers supports the delivery of overall objectives across the organisation in ways that are meaningful and rewarding for volunteers. Volunteering will not be seen as a low cost or free option and effort will be focused on where we can make the greatest impact in meeting our objectives, through the additional credibility, reach, skills and influence that volunteers can bring.

Purpose and scope of the policy

This policy sets out the broad principles for volunteering with Prostate Cancer UK. It has been written to ensure that all our volunteers are treated fairly and consistently and that volunteers know what to expect from us.

Definition of a volunteer

We define a volunteer as someone who donates their time and efforts to perform a task at the request of, or on behalf of, Prostate Cancer UK. Central to this is that volunteering must be a choice freely made by each individual. There is no enforceable obligation, contractual or otherwise, on volunteers to attend.

Prostate Cancer UK distinguishes volunteering from paid employment, internships and work experience placements. We do not intend volunteering to be a substitute for paid employment and will engage volunteers to complement the work of paid staff.

Scope of volunteering

- Volunteers at Prostate Cancer UK may be involved in all programmes and activities including:
- Supporting men and their families in their journey with prostate cancer
- Supporting projects and core functions across the organisation
- Using their personal experience and support for the cause to influence policy makers, local commissioners and service providers
- Supporting our fundraising activity centrally and locally across the UK
- Using their personal experience of prostate cancer to inform our work and to ensure men are at the heart of what we do
- Using their personal skills, knowledge and networks in a targeted way to enhance our ability to meet our objectives
- Telling their story to support our media, communications and fundraising activity

Why we involve volunteers

Prostate Cancer UK recognises the many positive reasons for involving volunteers in our work. Volunteers enable us to reach a wider range of people, increase our capacity and

better reflect the varied communities we support. We acknowledge many volunteers have a personal experience of prostate cancer and this informs our work at every level from long-term strategy to service delivery.

Our commitment to our volunteers

We will:

- Match the needs of the organisation with the skills, knowledge, experience and motivation of each volunteer
- Provide volunteers with a clear written description of their role and responsibilities
- Ensure roles are meaningful and appropriate, allowing volunteers to contribute effectively to our goals
- Provide appropriate learning and development and support
- Celebrate success and recognise commitment
- Provide timely and accurate information about organisational policies and procedures, and volunteering opportunities
- Foster a friendly and supportive atmosphere and make volunteering a positive experience
- Try to resolve fairly any complaints or problems
- Give every volunteer access to a member of staff, to provide advice and guidance
- Ensure the health, safety and welfare of all volunteers

Our expectations of our volunteers

We ask volunteers to:

- Maintain and uphold the good name and reputation of Prostate Cancer UK
- Treat other volunteers, clients, supporters and staff fairly, equitably and with respect
- Undertake their role to the best of their ability and aim for high quality in all contributions
- Be reliable and engaged in their role and the way we communicate with them and provide as much notice as possible if they are unable to fulfil their volunteering arrangement or no longer wish to volunteer
- Encourage two way communication with other volunteers and members of staff
- Keep private confidential information about volunteers, clients, staff and the organisation
- Adhere to organisational aims, objectives, policies and procedures including equality and diversity
- Take reasonable care of their own health and safety, as well as those they meet whilst volunteering

Recruitment and selection

We are committed to equality, diversity and fairness in our recruitment and selection procedures. All volunteers will go through a process that is appropriate to the role offered and we will ensure all selections are fair, equitable and based on merit according to the Volunteer Recruitment and Selection policy.

A criminal offence will not automatically disbar anyone from volunteering and each applicant's case will be considered individually. However, it is likely that applicants with convictions for serious violent or sexual crimes will not be considered suitable for roles involving young people or vulnerable adults, and those convicted of fraud or theft for roles involving access to money or financial information.

Learning and development

The growth of learning and development is a high priority for the organisation to provide volunteers with the necessary information and skills to carry out their tasks. We will provide an induction as well as appropriate role-specific learning for volunteers. All volunteers will have online access to all relevant information and policies.

Learning and Development will be provided for staff working with volunteers as well as ongoing advice and support from the Volunteer Engagement Team.

Support and recognition

All volunteers will be allocated a Volunteer Engagement Team Leader as their named staff contact and be offered one-to-one and group meetings in person or by phone. We encourage feedback and will evaluate the volunteer experience through a survey carried out every two years and using the results to inform the development of the volunteer programme.

We will seek to recognise volunteers' achievements and contributions in a variety of ways. Volunteers will be thanked in person, included in celebrations and we will publicise contributions wherever possible. We will provide opportunities for volunteers to meet and communicate with each other online and at events.

Expenses

We value our volunteers and want to ensure there are no barriers to involvement. We will reimburse reasonable out-of-pocket expenses including travel and meals in accordance with the Volunteer Expenses policy.

Resolving problems and complaints

We are committed to resolving all complaints, disputes or grievances fairly and consistently according to the procedures laid out in our Volunteer Complaints Procedure. Volunteers are encouraged to raise any problems with the Volunteer Engagement Team at the earliest opportunity so issues may be resolved promptly and informally.

Moving on

We recognise that volunteers may choose to stop volunteering at any time. We will invite volunteers to feed back on their experience via an exit interview conducted in person, by phone or online. The results will be used to inform the development of the volunteer programme.

We also have a duty of care for our volunteers. If a volunteer's duties become detrimental to their own or other people's health or safety, we have the right to decide it is appropriate for a volunteer to reduce or cease their contribution.

Health and safety

We are committed to providing a safe and healthy environment for all volunteers and to giving appropriate instruction, training and supervision. Volunteers must report any accident, incident or dangerous circumstances to the Volunteer Engagement Team. We will keep a record of this information and investigate where necessary.

Many of our volunteers are active in the community. Volunteers organising or taking part in public events must take all necessary steps to ensure their own and the public's safety. A risk assessment will be carried out by the charity where necessary.

Insurance

Volunteers are covered by our Public and Employer's Liability Insurance.

We do not provide motor insurance for volunteers using their own vehicle. Charity work is normally classed as social, domestic and pleasure use and not business use. Volunteers are responsible for ensuring their motor insurance provides cover for their activities.

Confidentiality

We operate services to support and inform men diagnosed with prostate cancer, their carers, families and friends. Volunteers must ensure sensitive information remains confidential; this includes individuals' personal and medical information as well as information relating to the overall business of the organisation.

Failure to maintain confidentiality may result in termination of a volunteer's relationship with Prostate Cancer UK.

Data Protection

Personal information recorded about volunteers is stored and maintained with appropriate safeguards for confidentiality. Prostate Cancer UK abides by all provisions of the General Data Protection Regulations 2018. Volunteers who collect or administer any personal data on our supporters or clients are also required by law to comply with the provisions of the law.

REVIEW HISTORY		
Name	Role/Position	Date approved
Caroline Mark	Head of Volunteer Engagement	Version Two Reviewed: October 2017
Caroline Mark	Head of Volunteer Engagement	Version Three Reviewed: May 2018

