



## **FRYERN COMMUNITY ASSOCIATION**

### **Volunteer Policy**

#### **1. FCA's Mission:**

FCA exists to promote a sense of community in the Fryern Hill area of Chandler's Ford and to provide a range of events and opportunities for residents.

Our organization is totally run by a team of volunteers who make up our committee and helpers.

- We need people from all walks of life and all communities, who can bring their different skills and experiences to our work
- Volunteers bring a different perspective to an organisation, often reflecting the views of the local community
- Volunteers also help to extend the services we are able to offer.

#### **Who is a volunteer?**

A volunteer is any individual who undertakes unpaid activities on behalf of our organisation of their own free choice.

Volunteers may be involved in short or long-term activities or as a one off. Typical activities may include:

- Supporting fundraising or awareness raising events
- Involvement in direct delivery of our services and projects
- Being part of our board of trustees

#### **Roles and Responsibilities**

The volunteer role is based on trust and mutual understanding. There is no contractual obligation for the volunteer to attend or to undertake particular tasks. However, there is a presumption of mutual support and reliability and a reciprocal set of expectations:

Volunteers can expect:

- To have clear information about what is and is not expected of them
- To be insured and to volunteer in a safe environment
- To be treated with respect and in a non-discriminatory manner
- To receive reimbursement for reasonable expenses
- To be recognised and appreciated
- To be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- To know what to do if something goes wrong

The organisation expects volunteers:

- To be reliable, open and honest
- To uphold the organisation's values and comply with organisational policies
- To contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
- To carry out tasks within agreed guidelines
- To adhere to FCA's confidentiality policy at all times

#### **Recruitment**

Recruitment may be informal, or more formal. Volunteers may offer help or be approached to help.

Where it is reasonable to do so we will be flexible with the tasks within role descriptions – e.g. where some tasks may be difficult for a person with anxiety, or to better fit the motivations of the individual.

#### **Confidentiality**

All volunteers are bound by the requirements for confidentiality as laid down in any FCA policy or by verbal instruction. Breach of confidentiality is taken very seriously and may result in us asking the volunteer to leave.

We are bound by the Data Protection Act to ensure that we treat volunteer information with respect. Only members who need to see information for purposes related to volunteer involvement will be able to access it. We will not pass information on without permission.

## **Expenses**

It is the policy of FCA to reimburse relevant volunteers expenses against the production of receipts or proof of travel payments.

## **Problem-solving Procedure**

FCA acknowledges that sometimes problems do arise. In the first instance, any volunteer with a complaint or concern should bring it up with the committee. If the issue cannot be resolved by informal discussion, then it can be taken up formally.

## **Health and Safety**

FCA appreciates that all volunteers have the right to volunteer in a safe environment. Therefore, all volunteers must carry out their duties in line with FCA's Health and Safety Policy whilst engaged in their volunteering activity.

Volunteers are covered by FCA's Public Liability Insurance.

## **Diversity**

All volunteers will be expected to have an understanding and commitment to equal opportunities and diversity and should therefore ensure that they have read FCA's Equal Opportunities Policy. Volunteers are expected to comply with this policy at all times.

FCA is very sensitive to different cultures, lifestyles, backgrounds and languages and strives to ensure equality of opportunity to ensure that individuals are given equal access to information, services etc and requires all staff and volunteers to follow these principles. We will strive to provide extra support and make reasonable adjustments, if needed, for volunteers with additional needs including disability, language or mental health.

## **Fryern Community Association is committed to processing data in accordance with its responsibilities under the GDPR.**

Article 5 of the GDPR requires that personal data shall be:

- a. processed lawfully, fairly and in a transparent manner in relation to individuals;
- b. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- e. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures."