

## **VOLUNTEER POLICY – CHARLIES ANGELS CENTRE FOUNDATION**

### **Introduction**

Charlies-Angel-Centre Foundation offers many different kinds of support for bereaved parents and families. We provide free services for anyone affected by the death of a child of any age (ranging from miscarriage to adult children) and for any reason, including stillbirth, termination, accidental, violent or suicidal death and death following acute or chronic illness. We also help families that are facing a prenatal diagnosis of foetal anomaly. Whatever the cause of your loss, wherever you are in the UK, and whatever your circumstances, we are here to help.

### **Purpose of this policy**

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at Charlies Angels. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

### **Scope of volunteering policy and roles**

At present, all of the people involved in Charlies Angels are volunteers. Volunteers are fundamental to the help that we can provide. This policy applies to all of our volunteers. Some roles will require a sign-up sheet which will have more information about the specific role. Fundraisers are not expected to sign anything but should also read this policy.

Our current volunteer roles are:

- **Fundraisers:** We are always looking for fundraisers, whether this is running, walking, coffee mornings, cakes sales and anything in between, we are registered with just giving and can help provide you with everything you need to make your fundraising successful.
- **Bereavement counsellors:** Providing free counselling to bereaved parents, this could be face to face, telephone, email or Skype. Qualified bereavement counsellors. Minimum 1 hour per week.
- **Student counsellors:** Providing free counselling to bereaved parents, this could be face to face, telephone, email or Skype. Student counsellors studying Level 4 diploma in counselling. Minimum 1 hour per week.
- **Telephone peer support volunteers:** Volunteers will provide callers with the opportunity to talk anonymously and in confidence and cover a range of situations which could include stress, distress, ill health, financial worries, anxiety. The role requires a person who has good interpersonal and communication skills, gets on well with other people, understands the importance of bereaved parents and family confidentiality. Minimum 4 hours per month. **Training will be provided**
- **Home visit volunteers:** Visiting a bereaved parent or family member, to offer listening support and acting as a liaison to services on offer. The role requires a person who has good interpersonal and communication skills, gets on well with other people, understands the importance of bereaved parents and family confidentiality. **Training will be provided.** Minimum 2 hours per month

- **Trustees:** We are looking for new trustees to join our charity. As a charity based in Leeds we are looking for Trustees who will be responsible for helping the charity move forward. Trustees must adhere to obligations set out in the constitution. A copy will be provided on application. 4 meetings per year.

### **Becoming a volunteer**

Our volunteer roles are advertised on our website. To volunteer, fill out the specific or general relevant form on the website. Certificates will be required where indicated. A valid Criminal Record Check Certificate may be required, depending on the role, and we may ask for references where appropriate.

### **Training and support**

Induction and / or training will be given where appropriate. Charlies Angels is currently a small charity and so you will be supported by our small and close team consisting of the trustees and volunteers. Ruth Curtis and Sam Key will be your main points of contact and they can be reached by contacting us at [infocharliesangelcentre@gmail.com](mailto:infocharliesangelcentre@gmail.com) If you feel you need more support, please tell one of the team.

### **Recognition and reward**

Fundraisers may be entered into our annual award for 'Fundraiser of the year'.

### **Expenses**

We are currently a small charity and there are minimal costs involved in the volunteering roles that we offer. It is not usual for expenses such as travel and sustenance to be covered. However, these costs may be able to be met where it would prove impossible to volunteer otherwise, so if you would like any expense covered, please contact us to discuss before you spend any money.

### **Insurance**

Charlies Angels has public liability insurance which covers our volunteer to a certain extent. If you would like to see a copy, please email [infocharliesangelcentre@gmail.com](mailto:infocharliesangelcentre@gmail.com)

### **Resolving problems**

We hope that you will have an enjoyable experience volunteering with us. However, if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. First of all, talk to the one of the team and he or she should be able to sort it out with you before it becomes a problem. If you do not feel this will resolve things you can speak to Ruth or Sam at [infocharliesangelcentre@gmail.com](mailto:infocharliesangelcentre@gmail.com)

### **Confidentiality**

We expect all volunteers to adhere to confidentiality guidelines which are outlined in our data protection procedure. This also includes contact with any press.

### **Social media**

When using social media, we ask that volunteers are mindful about posting material that would contravene any privacy rules or bring the charity into disrepute. This is important

because it could affect our image which may affect our funding and therefore the service we can provide. If you are unsure, please email us to check on [infocharliesangelcentre@gmail.com](mailto:infocharliesangelcentre@gmail.com)

### **Safeguarding**

Please refer to our safeguarding policy.

### **Equality, diversity and inclusion**

Charlies Angels is committed to embracing diversity and promoting equality and inclusion. When representing Charlies Angels as a volunteer we expect you to support our commitment to promoting equality.

### **Feedback**

If you have any feedback or suggestions for improvement, please contact us at [infocharliesangelcentre@gmail.com](mailto:infocharliesangelcentre@gmail.com)