



**Shakiry Charity**  
for  
**Social Solidarity**  
(Ex Iraqi Charities Forum)

**مبرة الشاكري**  
للتكافل الاجتماعي  
(رابطة المبرات العراقية سابقاً)



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## POLICIES AND PROCEDURES

### VOLUNTEER POLICY

Volunteers play a vital role in the work that they undertake at Shakiry Charity, and we appreciate their contributions in terms of time, energy, innovations and skills in support of the work Shakiry Charity does. Their efforts go a long way towards ***“making a difference” in the life of those less fortunate than ourselves, especially orphans, widows and the less able amongst Iraqi communities.***

Volunteers support Shakiry Charity by giving their time to carry out roles identified by, or agreed with by the charity. We aim to empower volunteers by providing them with an opportunity to gain work experience, and to enable them to contribute to the development of the Charity. The volunteering relationship is based on trust and does not involve the obligations which would normally be associated with employment. Volunteers are required to contribute a minimum of four (4) hours per week, preferably from our offices, but this can be home based, by mutual agreement.

This Volunteer Policy outlines the principles on which the relationship between volunteers and the charity is based and provides basic information about volunteering with us.

### Recruitment

Shakiry Charity respects the diversity of volunteers in terms of their experience, skills, dedication and goodwill. We have a volunteer recruitment policy specific to the Charity needs, and interviews are conducted to ensure that applicants are suitable for the role in question. Selection is based on the abilities, experience and skills of applicants, and take into account volunteers needs and safety in the workplace, as well as respect for the Charity name and reputation.

### Age

Volunteers are required to be over 18 years of age. In exceptional cases, consideration will be given to younger volunteers (16 years and older) subject to parental consent, and/or school Work Placement Programs (or other programs initiated by educational institutions). On rare occasions, we may be required to

request someone to stop volunteering e.g. health issues which may be considered a risk to the person concerned or others around them.

## **Children**

Due to space restrictions and absence of child-friendly facilities, we regret that we are unable to accommodate or take responsibility for children whilst on our premises. Parents/visitors with children are responsible to ensure that no harm comes to the child(ren), and further, to ensure that that volunteers and staff can work without interruptions.

## **Responsibilities towards volunteers**

- Provide equal opportunities to anyone who wants to volunteer and complies with the above conditions.
- Match skills and experiences to the relevant role, wherever possible, taking heed of motivations and aspirations
- Offer appropriate training and support for the role
- Celebrate success and recognise loyalty and dedication
- Respect volunteers and their contributions, consistently encouraging two-way communication
- Provide information about the charity's work, policies and procedures
- Reimburse agreed out of- pocket expenses.
- Make necessary arrangements to ensure the health, safety and welfare of volunteers
- Promote and encourage a positive and friendly atmosphere
- Provide access to trained members of staff, to support, guide and advise as appropriate.
- Provide Employers Liability Insurance for volunteers both in the office environment as well as when attending certain fundraising events on behalf of Shakiry Charity. (See Insurance Policy for description of type of event participation covered)
- Abide by the rules of the Volunteer Recruitment Policy

## **Expectations from Volunteers:**

- Aim for high standards of efficiency, reliability and quality from volunteers.
- Work in partnership with other volunteers, staff and the general public
- Support, respect and adhere to our vision, organisational policies, guidelines and management decisions
- Consider and protect Shakiry Charity's good reputation in all undertakings, actions and conduct
- Act responsibly and within the law

- Inform the Volunteer Coordinator of any problems so that a solution can be found.
- Inform the Volunteer Coordinator if there are changes in personal circumstances that may affect volunteering
- Have the best possible experience through getting involved in the role and projects of the Charity.
- Respect the confidentiality and privacy of the Charity.

### **Procedures and Policies:**

Volunteers are expected to familiarise themselves and be in agreement with the Aims and Objectives of Shakiry Charity. The work of the Charity is governed by various Policies and Procedures and all Volunteers are encouraged to read and observe these guidelines. Most notably, the following:

### **Health and Safety**

Shakiry Charity will comply with the Health and Safety at Work Act 1974 to provide and maintain a working environment that is safe, without risk to health, and with adequate arrangements for the welfare of all volunteers.

- We are committed to ensuring the wellbeing and safety of volunteers.
- Volunteers are expected to contribute to maintaining a safe, clean and tidy working environment.
- Volunteers are requested to take reasonable care for their own health and safety, and that of other persons who may be affected by your actions or omissions
- Co-operate with staff by assisting them to fulfill their statutory duties
- Report accidents/incidents or dangerous circumstances to a paid member of staff, whether or not any person has been injured. All accidents and incidents are reported in Accidents and Incidents Report Book.
- Be aware of actions to take when an emergency situation arises and who to contact for support
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### **Copyright, Intellectual Property and Photography**

The rights to any original works that may be produced in the course of volunteering at Shakiry Charity will belong to the charity, unless otherwise agreed. This includes photography, artwork, graphic design and written work, including the results of research.

Photographs of volunteers carrying out their roles may be used for promotional purposes, such as in a leaflet or online. Volunteers have the right to request that an image is withdrawn from public view.

## **Media Relations**

No comments or reports should be given directly to the media by a volunteer unless the volunteer role specifically includes talking to the press or other local media.

## **Data Protection and Confidentiality**

Shakiry Charity takes care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

## **Expenses**

Volunteers are entitled to reimbursement of reasonable out of-pocket expenses, as well as travel costs and lunch. (In each instance up to a maximum of £10.00/day provided that they have worked a minimum of 4 hours). Receipts or tickets will be required to support claim.

## **Insurance**

Shakiry Charity provides insurance in the form of employers' liability insurance to cover its volunteers either in the office, or whilst representing the charity at an event, meeting etc. (See Policy for details). However, this insurance does not cover personal belongings, nor provide motor insurance. Driving in connection with charitable volunteering is normally classified by insurers as "social domestic and pleasure" and forms part of a standard vehicle insurance cover. However, volunteers are covered by insurance in the course of performing volunteer duties for Shakiry Charity out of our offices (off site).

## **Training and Development**

From time to time volunteers will have access to training or information to enable them to carry out volunteering roles adequately. On joining the Charity, all volunteers will be given an induction on the Charity functions, information on archives, policies and procedures, how to operate equipment, location of facilities, the alarm system and what to do in the event of a fire, as well as any other matter specific to carrying out your role reasonably and securely.

## **Complaints and resolving concerns**

Any problems or complaints about volunteering should be addressed to the Volunteer Coordinator immediately. If no action is taken by the Coordinator, written complaints may be put to the Chair. The charity takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties.

## **Audit and social responsibility**

Shakiry Charity is accountable to the Charity Commission, The Fundraising Standards Board (FRSB) and to the public who support us so generously. We have a responsibility to check and audit our activities and to maintain our reputation as a trustworthy charity that manages donations honestly and efficiently. This includes gifts of goods for sale in our shops and money raised by our fundraising department. Any complaints and grievances are monitored by FRSB.

If any member of staff or volunteer behaves in a way that is likely to bring the charity into disrepute or cause financial loss, the Volunteer Coordinator must be informed immediately.

## **Code of Conduct**

- Understand the duties that are requested, and to act in accordance with the policies and procedures of Shakiry Charity
- Conduct at all times should be in a courteous, efficient, reliable and punctual manner
- Safeguard and protect the Shakiry Charity name, as well as funds and resources from misuse

## **Good time-keeping and attendance**

Good time keeping is expected from all volunteers. Volunteers are required to abide by the days and hours agreed upon when applying for the post. It is accepted that from time to time volunteers may have to attend to unforeseen/unplanned commitments. In this event the Volunteer Coordinator should be advised preferably a day ahead, or by 10h30 on the day of absence. This is most important to facilitate the work that we do and our expectations and planning.

Volunteers are required to clock-in and clock-out each day when attending the office. For volunteers working from home, we ask that you note your working hours and inform the office on a monthly basis. The reason we ask for this information is in order that we can evaluate the work that is done and its value to the Charity, and further to show our appreciation.