

GCUK: Representative and Volunteering Policy

Policy

Representatives and Volunteers provide important services and opportunities to beneficiaries of the charity. It is GCUK's policy to make clear to volunteers its values, expectations and the support they will be provided with in their role.

Context

GIST Cancer UK (GCUK) aims to promote the wellbeing of patients and carers who are living with GIST and to signpost them to treatments, trials and support including from other patients. Representatives and Volunteers play an essential role in the work of the charity and are mainly drawn from our community of patients and carers and their family and friends. Representatives and Volunteers:

- Set the strategy and oversee the operation of the charity
- help with the delivery of its services
- are active in projects
- attend events, and
- help raise funds.

GCUK is committed to involving a diverse range of people in its work. We do this because we believe that:

- The experiences of our representatives and volunteers are directly relevant to our community who gain from learning from others.
- Their experiences helps inform the charity's priorities and actions.
- Our volunteers and representatives gain personally by giving back to the community of which they are part.

Without their contribution we would only be able to achieve a small proportion of our work with and for patients and carers.

We believe that our relationship with representatives and volunteers is one of mutual responsibility and commitment. GCUK, Representatives and Volunteers have rights and responsibilities. We aim to ensure that volunteers enjoy their involvement with us and

gain from it in terms of their own personal objectives. GCUK will devote sufficient resources to support Representatives and Volunteers in their role as set out in this policy.

Objectives

Our objectives in adopting this policy are to:

- confirm GCUK's commitment to involving volunteers in its work
- highlight and acknowledge the value of the contribution made by volunteers
- reflect the purpose, value, standards and strategies of GCUK in its involvement of volunteers
- recognise the respective roles, rights and responsibilities of volunteers in GCUK
- help to ensure the quality of both the volunteering opportunities on offer and the work carried out by volunteers
- acknowledge the current areas of volunteer involvement in GCUK.

This policy applies to all volunteers in all programmes and projects undertaken by or on behalf of GCUK.

Definitions

Representatives means all those where the nature of their work for the charity, whether paid or unpaid, is regular and structured. This includes trustees, paid staff, Helpline volunteers, and consultants or equivalents.

Beneficiaries means all those who benefit from, engage with, or come into contact with GCUK. It includes patients, carers, family or friends who engage with the charity.

Trustee means a member of the GCUK Board of Trustees.

Volunteer means someone who supports the work of the charity, without being paid, and where the nature of the work is unstructured, ad hoc or intermittent.

Responsibilities

Overall responsibility for the implementation, monitoring and review of policy lies with the Board of Trustees and on a day-to-day basis

with the Chair who will report to the Board on a regular basis.

Trustees and those with a lead role on any of the Charity's activities have a responsibility for ensuring that representatives and volunteers are appointed and supported in line with this policy.

Representatives will have a designated trustee who will have direct responsibility for their appointment, management and support.

GCUK will appoint a Volunteering Co-ordinator to recruit, deploy and support volunteers.

Procedures for Representatives

Involving representatives

In involving representatives, we will be guided by the following principles of good practice:

- Tasks will be clearly defined so that all concerned with activities are sure of their respective roles and responsibilities.
- Designated trustees are responsible to define mutual expectations and review performance on a regular basis.

Recruitment and selection

The following general principles apply to the recruitment and selection of representatives.

- Representative opportunities will be promoted in a manner that ensures there is wide accessibility. GCUK's equal opportunities statement applies to their recruitment and selection.
- Prospective representatives will be required to complete an application form.
- Written role descriptions will explain what is expected in relation to time, commitment, necessary skills, experience and specific duties required.
- Potential representatives will be asked to understand and agree to the values and principles of GCUK which inform the way in which we work.
- Representatives will be asked to sign a statement saying they understand the specific policies that affect them in their role and will be given help and

assistance if needed to be able to do this.

- We will request two references from prospective representatives, at least one of these would be a professional who has worked with the person (where possible) and one character reference from someone who has known the applicant for over two years who isn't a family member.
- Representatives potentially supporting vulnerable Patients and carers will be asked to undergo Safeguarding training which is updated at least bi-annually.

Support for Representatives

GCUK recognises the importance of providing support for its representatives.

- It will invest financial and personnel resources in their management This will be laid out in GCUK's development plan and related budget.
- We will provide an induction programme and a review session and resolve any problems at an early stage.
- We will provide funding for out of pocket expenses.
- Appropriate insurance cover will be provided.
- Representatives will be given information on legislation and other policies which may affect them e.g. Health and Safety and Equal Opportunities.
- Representatives will be offered access to support and supervision on a regular basis, with a named person, and will be informed of who to contact in an emergency.
- Representatives will be offered access to appropriate training to enable them to develop their capabilities and competence in relation to their volunteering role.
- Representatives will be made aware of GCUK's complaints procedure and whom to contact if they have a complaint about an aspect of their role with the Charity.

Relationships with other groups and organisations

In all our relationships with other groups, organisations or partners we will:

- promote volunteering as an important means of contributing to the building and support of active and sustainable communities based on social justice and mutual respect
- promote good practice in volunteering.

Local volunteering

We will develop relationships with local and National organisations which support volunteering on the following principles:

- There is a need for a strategic approach to the development of volunteering locally.
- There is a need to support the work of local volunteering development agencies e.g. The Helpline Partnership, in providing leadership in developing awareness of, and standards for, practice in volunteering.

Procedures for Volunteers

Volunteers have a loose relationship with GCUK and may be involved in specific but often intermittent and ad hoc tasks that help the charity fulfil its objectives. Often volunteers are not formally recruited but choose to give their time to support the charity.

The Volunteer Coordinator will ensure that volunteers are clear about their tasks, any associated GCUK policies and the support that is available.

Volunteers will not be asked to support vulnerable patients and carers.

Contracts and Service Level Agreements

In entering into contracts or service level agreements which involve volunteers or representatives we will ensure that:

- The role is made clear and that satisfactory arrangements are in place for their management.
- The terms of the contract or service level agreement provide for the necessary resources
- The impact of volunteering and its benefits are promoted and acknowledged.

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Reference points

Guidance produced by the Charity Commission.

Version Control - Approval and Review

Policy owner: Drewe Lacey Designated Trustee

Version No	Approved By	Approval Date	Main Changes	Review Period
1	Board	July 24		At least annually