

Purpose of this Policy

- to explain how the One World Centre supports its commitment to volunteering
- to describe the roles of the volunteers and the support offered by the Centre
- to describe the rights and responsibilities of volunteers.

Objectives

The objective of the One World Centre is to promote the advancement of Development Education (DE) and related issues. To this end the Centre aims to:

- Enable people to understand the links between their own lives and those of people throughout the world
- Increase understanding of the economic, social, political and environmental forces which shape all our lives
- Enable people to find ways to bring about change by acting locally to create a more just world

Volunteers

In line with these objectives the One World Centre seeks to involve volunteers to:

- Bring new skills and perspectives to the work of the Centre
- Contribute to the delivery of our services
- Help us to be responsive to the needs of our users.
- Be an ambassador for the Centre

Principles

One World Centre

- Recognises that voluntary work brings benefits to volunteers themselves, to service users and to paid staff.
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the organisation's work.
- Will not introduce volunteers to replace paid staff.
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- Will endeavour to identify and cover reasonable costs incurred by volunteers.

We expect volunteers to support the objectives and policies of the One World Centre

- We will draw up a **Volunteer Agreement** with each volunteer to avoid misunderstandings
- We expect all volunteers to carry out their volunteering as agreed
- We expect all volunteers to follow our standards of behaviour
- We may withdraw the opportunity to volunteer if the relationship breaks down

The Volunteer's voice

Volunteers are encouraged to express their views about matters concerning the One World Centre and its work.

You can discuss your ideas with any member of the Management Committee. You may also write to the Convener of the Management Committee if there is anything you feel needs serious attention.

Insurance

All volunteers are covered by the One World Centre's insurance policy whilst they are on the premises or engaged in any work on the Centre's behalf. A copy is filed in the Centre.

Health and Safety

Volunteers are covered by the One World Centre's Health and Safety Policy. A copy is filed in the Centre.

Equal Opportunities

The One World Centre operates an equal opportunities policy which applies to all our operations including both paid staff and volunteers. Please ask for a copy. Volunteers are expected to understand and follow our equal opportunities policy.

Confidentiality

The One World Centre takes this responsibility seriously and wishes to respect the confidentiality and sensitivities of all those they work with. Volunteers, like paid staff, must treat as confidential anything relating to anyone they work with as part of their work with the One World Centre.

If uncertain, please ask.

Problems and Complaints

Wherever possible, we hope that any concerns or grievances can be resolved through discussion. Volunteers have the right to discuss with their named contact any concerns they may have.

To take a grievance further or lodge a formal complaint you should follow the Centre's "Grievance Procedure" a copy of which is available on request.

Personal Support and Development

On the basis of their voluntary work, volunteers will have the right to request a reference.

Approval and review

This policy was approved by the One World Centre Management Committee on the date specified in the header of this document. It will be reviewed every three years. All trustees, staff and volunteers with One World Centre are required to sign that they have read and will comply with this policy.