

Service Level Agreement for Using Volunteer Connect

Welcome to Volunteer Connect

This is a free service offered by Voluntary Norfolk for community groups, charity, non-profit or public sector organisations.

We are here to support you with involving volunteers in a way that benefits your organisation, your beneficiaries and the volunteers you involve.

Voluntary Norfolk is committed to promoting good practice in volunteering and below are the minimum standards that we ask all organisations to agree to before we will advertise your volunteer roles.

It is your responsibility to ensure that the roles advertised are current and up-to-date with accurate contact details.

Organisation commitment:

We commit to implementing the following principles of good practice:

1. Volunteering is open to everyone

Volunteers from all backgrounds are welcomed

2. Out of pocket expenses are paid*.

* We encourage applications from small groups so if you are a group without paid staff and don't have a budget to pay expenses you can still apply.

3. Recruitment of volunteers is fair and prompt

Volunteers are contacted promptly and requirements are appropriate for each role.

Responsibility for recruiting and selecting volunteers remains with your organisation, not with Voluntary Norfolk.

4. Induction and training.

Training needs for each role are identified and volunteers receive the necessary induction and training to do their role.

5. Support and supervision

A named person ensures ongoing support appropriate to the role.

6. Insurance, health and safety, safeguarding and other legal requirements are met

The physical and emotional risks of volunteering are identified, minimized and covered by Health and Safety checks, risk assessments and adequate insurance.

This includes as a minimum:

- Public liability insurance

- Employers liability insurance
- Safeguarding policy (if working with children or vulnerable adults)
- DBS checks (if required) are completed in line with current guidelines

7. Keep your advertised roles up-to-date

Ensure that the information you are advertising is correct. When roles are filled, tick the 'closed' button to remove them from the live site that volunteers will see. (Closed roles are still saved and can be 'opened' at any time)

Voluntary Norfolk's Volunteer Centre Commitment

We will advertise & promote your volunteer roles in the following ways:

- make them available to people accessing our drop-in sessions
- list them in our new monthly Bulletin of new opportunities
- Promote volunteer connect from our website and direct volunteers to register

We will review your advert and offer support to make it clear, attractive and appropriate for volunteers.

All new roles are quality checked by staff at Voluntary Norfolk before they are made available to the public.

If a volunteer role appears not to be in line with good practice we will contact you to see how it might be re-shaped so that it does comply with good practice and we can then publicise it.

It isn't possible to guarantee that you'll get a response to your advert. Volunteers will choose the roles that are most appealing to them.

What happens next?

- Once your roles are approved, they will go live on to the website.
- Potential volunteers will contact you directly
- When you have recruited all the volunteers you need, log in and edit the role.

Tick the 'Closed' button to take it off the live website. This will save you dealing with unnecessary calls. It also means we are not raising people's expectations about opportunities that are no longer current.

For more information contact:

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