



# VOLUNTEER CHARTER

## Definition of a Volunteer

A volunteer is a person approved by the Board of Directors or CEO to contribute to the goals of the IGA. Volunteers are not rewarded financially for their work for the IGA but are entitled to claim expenses occurred whilst undertaking duties on behalf of the IGA.

### 1. SCOPE OF WORK UNDERTAKEN BY A VOLUNTEER

The volunteer will contribute to the work of the IGA by giving their time, commitment, personal skills, experience-based and professional knowledge.

The responsibilities and tasks for the role of [INSERT ROLE] are laid out in the job description and should be read in conjunction with this charter.

In order to support the work of volunteers, the IGA will commit to:

- Ensure that the vision, mission and core values of the organisation are known by the volunteers
- Ensure that the volunteers have the necessary information, equipment and resources to achieve the task being undertaken
- Provide the relevant knowledge available, so the volunteers can do the job on an informed basis
- Provide guidance and support and ensure regular communication with the volunteers
- Seek feedback from the volunteers and report this back to the Board
- Appreciate the work of volunteers by ensuring they are named on documents as contributors

### 2. CODE OF CONDUCT

#### 2.1. GENERAL

- 2.1.1 Each volunteer will work under the supervision of the CEO or a member of the board of Directors.
- 2.1.2 Volunteers will act with integrity at all times and when making day to day decisions keep in mind at all times the objectives of the Alliance. Where there is some uncertainty, any decision should be deferred until advice can be sought from the CEO and/or the Board of Directors.
- 2.1.3 Volunteers will not commit any IGA funds without the consent and approval of the CEO.
- 2.1.4 Volunteers must not gain financial or other material benefit for themselves, their families or their friends from their work for the IGA. There are clear written policies on claiming of travel and subsistence expenses as a volunteer.
- 2.1.5 A volunteer should conduct him/herself in a manner which does not damage or undermine the reputation of the IGA, or its staff individually or collectively and should not express views and

opinions on behalf of the IGA which is in conflict with the objectives or which might damage the reputation of the IGA. Please read the IGA's Code of Ethics in conjunction with this Charter.

2.1.6 All information or material (relating to users, beneficiaries, members of staff, commercial business etc.) provided to, or discussed when you are undertaking your role as a volunteer for the IGA must remain confidential and within the confines of the IGA Board and must not be discussed outside with other members or parties.

2.1.7 Volunteers should undertake their work based on the core values adopted by the Board of respect, acceptance and understanding

2.1.8 Volunteers must agree to retain all issues of confidentiality in relation to personal and other sensitive information that they are subjected to when undertaking tasks on behalf of the IGA. This obligation also applies when one is no longer a volunteer for IGA

### **3. TRAVEL ALLOWANCE**

3.1 All expenses must be approved prior to any financial commitment being paid by the IGA to a volunteer

- All flights and hotels should be booked by the IGA Office. Where this is not possible volunteers must get approval from the CEO on the travel and associated costs before confirming the booking.
- If travelling by public transport i.e. rail, coach, bus, aircraft and ferries, the cheapest fare must be taken, however the time taken to undertake this travel must also be considered.
- If travelling by privately owned motor vehicles, a fee, in-line with the local country fee ( to be informed by the tax authority) will be paid per mile/kilometre, it is the volunteers' responsibility to ensure that the vehicle is insured for the purpose it is being used for.

### **4. SUBSISTENCE**

#### **4.1 TYPES OF SUBSISTENCE ALLOWANCE**

4.1.1 Food

- Bed and full breakfast paid on the presentation of a receipt using an expense claim form.
- Where a volunteer is working away from home, a flat rate for lunch and dinner may be claimed. The rate for lunch and for an evening meal will be in line with an agreed local fee, to be determined at the beginning of the period of volunteering by the volunteer and the CEO. All receipts must be attached on an expense claim form.
- Where no breakfast is included in a hotel booking the rate will be £10 (or equivalent in relevant currency).

4.1.2 Telephones

- Volunteers may claim for all telephone calls made on behalf of the IGA, a copy of an itemised bill must be submitted using an expenses form. This will cover the use of a landline and mobile.

From time to time it will not be possible to keep to the meal rates in some countries where the cost of living may be high; therefore, volunteers should use their discretion and provide a written and signed note when submitting their expenses.

**ALL EXPENSES MUST BE PRESENTED WITH A VALID RECEIPT AND ON AN IGA CLAIM FORM.**

**5. TIMESHEETS**

The purpose of recording volunteer time is both to capture and value an individual's contribution to the work of the IGA. Accordingly, it is important to carefully record time given and skills provided by individuals so this can be fully recognised and properly shown in the organisation's accounts.

5.1 Volunteers should keep a record of time spent on voluntary activities. Preferably the timesheet should be completed weekly giving a breakdown of time spent and a brief description of the task. Examples of tasks would be telephone calls/emails /preparation for meetings/attending meetings/travel.

5.2 Time sheets should be sent to the IGA office monthly.