Fact sheet 4b: Volunteer rights and responsibilities

CAVA promotes these rights and responsibilities to both volunteers and organisations as general good practice. You might wish to include them in your handbook as well as put them somewhere visible, such as a volunteer noticeboard.

**Volunteer rights**

1. There should be no unexplained delay between you offering your services and you actually starting with your chosen organisation. Where a delay is incurred you should be informed of the reason. If you are not, ask.
2. You should receive an organised induction programme when you start. It should include information on the organisation and how you fit in.
3. You should be given a clear written description of the task(s) you will be doing, along with details of how your work will be evaluated. Your volunteering hours should be agreed and put in writing.
4. You will be told to whom you are responsible. This person should be approachable and willing to talk through any worries or problems you may have.
5. You are entitled to time off for holidays or emergencies, but remember to discuss this with the organisation at least a month in advance if possible.
6. You should not be discriminated against on grounds of sex, race, sexuality, age, class, disability, history of illness etc.
7. You should not work in unsafe or unhealthy conditions and the organisation you are working with should have a Health and Safety Policy which meets legal requirements.
8. The organisation you will be working with should be adequately insured – check before you start.
9. Where necessary, you will be provided with protective clothing and equipment (PPE) to carry out your voluntary activities.
10. You should be given the chance to develop your skills.
11. You should be consulted over any changes in your task description.
12. You are entitled to receive a reference for the volunteeringwork you have undertaken.
13. You should be reimbursed for any expenses incurred in the course of your voluntary work (e.g. travel).
14. Any information you gave at the interview process will be kept confidential.

Volunteer responsibilities

1. Maintain the agreed level of commitment.
2. Keep good time.
3. Follow the organisation/group's policies and practices.
4. Do not discriminate, and abide by the Equal Opportunities Policy.
5. To observe Health and Safety and fire policies and procedures.
6. Maintain confidentiality.
7. Follow the task/activity description.
8. Undertake necessary training or ask for training if you feel you need it.
9. Inform the organisation of holidays, absence or intention to leave.
10. If you experience difficulties or problems, talk to your line manager at the organisation, or another member of staff.

**For more information**

NCVO Knowhow Nonprofit

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* [www.knowhownonprofit.org](https://knowhownonprofit.org/)

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