
Service Level Agreement for Using Volunteer Connect

Volunteers carry out unpaid activities for organisations and businesses such as charities, community groups, voluntary organisations and fundraising bodies. They are also involved in supporting the work of public sector organisations such as local and county councils.

This is a free service offered by CAVA 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.

We are committed to promoting good practice in volunteering. Below are the minimum standards that we ask all organisations to agree to before we 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 to promoting high standards in volunteering

Organisations wishing to promote volunteering vacancies on Warwickshire CAVA's Volunteer Connect are required to register and agree to the principles of the Warwickshire Volunteering Forum Charter, as outlined below:

Volunteers expect organisations to:

- Recruit volunteers fairly and promptly
- Respond to enquiries within one week
- Respect confidentiality in line with legal requirements
- Involve volunteers according to ability regardless of age, disability, gender, race, faith and all other protected characteristics detailed in the Equality Act 2010
- Fulfill all legal requirements including health and safety, safeguarding, public and employers' liability insurance and DBS checking (where required)
- Agree tasks in advance with the volunteer by a role profile or spoken agreement.

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And to provide:

- An appropriate induction programme
- A named person to give direction and support
- Equal access to ongoing support and supervision
- Information about the organisation and the people who use it
- Preparation and training for the tasks to be done
- Regular progress reviews, whether formal or informal
- A clearly identified way to make a complaint
- A reference for further work (paid or voluntary)
- A clearly identified way of ensuring volunteers' views are represented throughout the organisation.

Volunteers expect any organisation with paid staff to:

- Reimburse any reasonable costs in coming to or carrying out voluntary work (where possible)
- Not use volunteers to replace paid staff
- Encourage a positive attitude towards volunteers from all staff
- Recognise the contribution of volunteers to the organisation.

For more information

If you have any concerns or questions please contact your local Warwickshire CAVA Volunteering Coordinator (details overleaf).



Warwickshire & Solihull Community and Voluntary Action

CAVA supports volunteer-involving organisations and groups across Warwickshire and Solihull in developing and maintaining good practice in their relationships with volunteers. We offer up-to-date information, advice and guidance on a range of topics including:

- Setting up a volunteer programme
- Developing volunteer roles
- Volunteer recruitment
- Volunteer retention
- Legal and insurance information
- Inclusive volunteering
- Addressing challenges with volunteers.

Warwickshire CAVA's Resource Library

Warwickshire CAVA's resource library contains a wide range of up-to-date, free resources for Warwickshire's community and voluntary organisations in the following topic areas:

- Groups & Organisations
- Volunteering
- Safeguarding.

Visit www.wcava.org.uk/resource-library to view.

For more support and guidance

For more support and guidance on any aspect of volunteer management, contact your local Warwickshire Community and Voluntary Action's Volunteer Coordinators:

North Warwickshire | Michelle Black
01827 718080 | 07458 017969
michelle.black@wcava.org.uk

Warwick District | Helen Wilkinson
01926 477512 | 07966 380276
helen.wilkinson@wcava.org.uk

Nuneaton & Bedworth | Tina Wragg
024 7638 5765 | 07966 380415
tina.wragg@wcava.org.uk

Stratford District | Fiona Anderson
07850 515197
fiona.anderson@wcava.org.uk

Rugby Borough | Carol Kavanagh
01788 539578 | 07966 380314
ckavanagh@wcava.org.uk

Solihull Borough
0121 312 3717
solihullinfo@wcava.org.uk

DISCLAIMER

Although every effort has been made to verify the accuracy of items in Warwickshire CAVA's resource library, users are urged to check independently on matters of specific interest.

