

# Team Tommy's Volunteering Policy



**Tommy's**  
Funding research  
Saving babies' lives

[tommys.org/volunteering](https://tommys.org/volunteering)

**Tommy's**  
Together, for every baby

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# Welcome & Thank you

*Welcome to your guide to everything volunteering at Tommy's. Your hard work as a volunteer allows Tommy's to continue our life-saving work, improve the experience of our other supporters and be a voice for parents who suffer miscarriage, stillbirth or premature birth.*

*Thank you for being a part of the Team Tommy's Family.*

## **Who is this policy for?**

This policy is designed for those who have an interest in supporting Tommy's for a specific opportunity. It is a statement of principles and values that can ensure the charity and its volunteer build a healthy relationship. This relationship is built on trust and volunteers are

committed to contractual obligations that could be associated with employment. It provides the basic information which will be needed in order to become a volunteer with Tommy's. Volunteers will not be paid, with the exception of reimbursement of expenses where agreed.

# Becoming a Team Tommy's Volunteer

## Welcome

After completing the volunteering form, Tommy's will aim to put you in touch with your named contact within two weeks. Your named contact will be in touch to confirm your interest and give instructions on the next steps of the volunteering process. This person is there to support you to make a comfortable and easy transition to becoming a Team Tommy's Volunteer. This person may change between volunteering opportunities.

## Induction

Your Team Tommy's Volunteer induction will vary depending on the opportunity. For all opportunities it is Tommy's responsibility to supply you with all the required information to be a fantastic volunteer. This will be given to you by your named contact.

If you are volunteering at Tommy's Offices you will take part in a separate volunteer induction, which will be arranged by your named contact.



## **As a Team Tommy's Volunteer you have a right to:**

- Protection from exploitation, and a safe working environment, including adequate insurance.
- Adequate information and a clear understanding about tasks you are asked to undertake, and appropriate support and training.
- Adequate health and safety information.
- Reimbursement of out-of-pocket expenses agreed in advance with your named person.
- Access to a named person for training, advice and support.
- Knowledge of whom to approach with problems or difficulties.
- Say 'no' without feeling guilty.
- Receive regular constructive feedback on your work and be made aware of any changes in your work, and the charity.

## **As a Team Tommy's Volunteer you are encouraged to:**

- Be reliable and punctual.
- Be honest.
- Notify your named contact in Tommy's in good time if you are unavailable or cannot come into work on an expected day.
- Respect confidentiality.
- Ask for support when and where it is needed.
- Let us know if you wish to change the nature of your volunteering contribution.
- Exchange information and give feedback to the named person who is taking responsibility for your volunteering assignment.
- Co-operate with staff, and other volunteers.

# Volunteer Processes



## Training

Tommy's regards training as a responsibility shared between the Charity and each volunteer. All volunteers will have effective training and support including:

- The provision of advice and information about the work you will be doing.
- Supervision when needed.
- Feedback opportunities and access to discuss any problems or issues.

## Expenses

Tommy's values its volunteers and tries to ensure that barriers do not exist to volunteer involvement. Reimbursing volunteers' expenses means that volunteering is accessible to all, regardless of income.

Tommy's will reimburse volunteers' reasonable travel costs and daily subsistence costs of up to £5.00 per day, where your working day is longer than six hours. Reimbursement can only be made if you provide receipts to us for authorisation.

## Health and Safety

Tommy's recognises fully its responsibilities for the health and safety of its volunteers. A full copy of the Tommy's Health and Safety Policy is available upon request. Tommy's ensures that adequate resources are available to achieve its safety objectives, and monitor its progress, including:

- Complying fully with all relevant health and safety legislation.
- Ensuring volunteers are made fully aware at induction of their responsibilities and duties in respect of health and safety.
- Giving sufficient information, instruction and supervision for volunteers to carry out their duties safely and effectively.
- Ensuring all equipment is maintained and in safe working order.
- Providing emergency evacuation plans.
- Ensuring adequate sanitary and hygiene facilities are provided.
- Making sure that occupational injuries, illnesses and any dangerous occurrences are properly recorded and investigated.

As a volunteer you have a responsibility to do your work safely and Tommy's Managers have the authority to ensure that the work they control is safe. All hazards must be reported immediately to your named contact in Tommy's.

## Protection of Volunteers' personal data

Tommy's keeps information about its volunteers, supporters, members of the public, employees, contractors and others. Tommy's cares deeply about your data, and information is collected and used fairly, stored safely and not disclosed unlawfully. All volunteers must comply fully with their responsibilities in respect of Data Protection and protect the data which they have access to.

## Insurance

As a volunteer you are covered by Employer's Liability Cover/Public Cover. Any volunteers using their own vehicle should be aware that it is their own responsibility to make sure they are adequately insured for the tasks they undertake for Tommy's.

## Conflicts of interest

Tommy's Conflict of Interest Policy protects the integrity of the Charity's decision-making; enables stakeholders to have confidence in our integrity; and protects the integrity and reputation of the Charity, our employees and our volunteers.

All volunteers must avoid any actual or perceived conflict of interest between the interests of the Charity and any personal, professional and/or business interests. All volunteers must therefore disclose any interest held by them or their immediate family in any Company, Charity or organisation where there is or may be potential for conflict of interest.

Areas in which conflict may arise:

- People and companies supplying or receiving goods and services to and from the Charity
- People and companies with whom the Charity is planning to exchange gifts or hospitality
- Competing or affinity organisations
- Second jobs or voluntary activities
- Organisations which affect the operations of the Charity
- Family members, friends or volunteering with other organisations.

## Good housekeeping

If you are volunteering at Tommy's HQ, there are a few additional behaviours that we expect:

- The kitchen is kept clean and tidy at all times. Crockery and cutlery should be put in the dishwasher immediately after use.
- The fridge is used to store current supplies, ie daily milk and daily lunches (no long-life products). On Friday afternoons the fridge is emptied of leftovers by the member of staff on kitchen duty.
- No boxes or large objects are to be stored under desks, or left on the floor causing obstruction.
- The storeroom and stationery cupboards are to be locked after use.



# Find out more

## Further information and policies

This policy has been created with other Tommy's policies in mind, so that it best reflects Tommy's practices and culture. These policies include:

- Health and Safety Policy
- Safeguarding Policy
- Anti-Harassment and Bullying Policy
- Data protection policy
- Equality and Diversity Policy
- Conflicts of Interest Policy
- No-Smoking Policy
- Whistleblowing Policy

If you would like to view any of these policies or know more, please get in touch with [mailbox@tommys.org](mailto:mailbox@tommys.org) or call **0207 398 3400**.

## Get in touch

If you would like any further information about volunteering, have any question or would like to give some feedback; please do not hesitate to get in touch with us.

**Email:** [mailbox@tommys.org](mailto:mailbox@tommys.org)

**Tel:** **0207 398 3400**

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Tommy's is a registered charity in England and Wales (1060508) and Scotland (SC039280).

