

# Volunteer Guidelines



## What you need to know as a volunteer for PCP?

- Every Volunteer has the responsibility to complete a Volunteer hour form. This form must be returned to your Volunteer Supporter on a monthly basis.
- Volunteers will be reimbursed for approved out of pocket expenses. Forms should be submitted on a monthly basis to your Volunteer Supporter.
  - Food: If a volunteer supports for more than 6 hours in a single session. A meal can be provided. Please talk to your local volunteer supporter regarding arrangements for this expense.
  - Travel: PCP will reimburse for travel by public transport, or mileage if you are using personal transport and where relevant car parking costs with valid receipts
- Volunteers who claim mileage as part of their Volunteer role, i.e. travel to visit clients, must inform their insurance company and arrange appropriate cover.
- Please notify your volunteer supporter of any accident or incident as soon as possible. You will be requested to complete a form.
- Please ensure you inform the Department of Work and Pension, if you are receiving benefits while volunteering.
- All personal information should be treated as strictly confidential and should not be discussed outside your volunteer role.
- Any press enquiries should be directed to PCP Senior Management team, via your Volunteer Supporter.
- Personal gifts should not be accepted as such gifts could compromise either the volunteer or the organisation.
- PCP would strongly discourage contact between volunteers and service users, whilst you are deemed to be “off duty”, as this could put you at risk.



- PCP's aim is to provide volunteers with an enjoyable and positive experience. If you have any concerns or are, unhappy/unsure about any aspect of your voluntary role, please talk to your volunteer supporter.
- Your feedback is important to shaping volunteering at PCP. To gain feedback you will be contracted no more than twice a year to complete a volunteer review/evaluation, these may be done electronically, or with your volunteer supporter.
- PCP is committed to equal opportunities. Any volunteer who feels that they have been discriminated against should complain using the organisation's Comments, Compliments & Complaints procedure.
- If a volunteer has a complaint about any aspect of PCP they should speak first to their designated volunteer supporter who will try to resolve the problem. If the volunteer is still not happy, they should complain using the organisation's Comments, Compliments & Complaints procedure.
- Volunteers can end their arrangement with PCP at any time. Upon informing your volunteer supporter you will be sent an 'exit' evaluation.
- PCP reserves the right to end a volunteer position at any time, if the volunteer has been found not to be carrying out agreed role or has not adhered to PCP expectations.

