



OUR VOLUNTEER POLICY

# Helping you to help us



Registered with  
**FUNDRAISING  
REGULATOR**

# Welcome to our team

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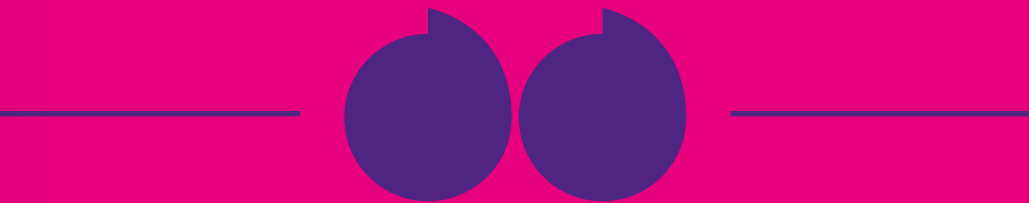
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## Thank You



**As a volunteer you contribute your time, energy and skills in support of our cause. We appreciate everything you do to help us raise funds for our pioneering medical research, local community work and education all over the UK. Thank you for your commitment to Heart Research UK.**

Kate Bratt-Farrar  
Chief Executive



# Welcome

## **Committed to Volunteering**

Volunteers are vital to Heart Research UK. We don't receive any government funding for our research, so every step towards beating heart disease relies on every pound raised. Volunteers are our link to communities all over the UK. They are integrated into the structure and operations of the charity and contribute strongly towards Heart Research UK's aims and objectives.

## **Who is this Policy For?**

Volunteers support Heart Research UK by giving their time to carry out roles which have been initiated by, or agreed with, the charity. The volunteering relationship is based on trust and does not involve the obligations associated with employment. No payment, other than the reimbursement of agreed expenses, is made by Heart Research UK to people who give their time as volunteers. This policy is intended for Heart Research UK volunteers who have accepted an agreed role with the charity. It outlines the principles on which the relationship between volunteers and the charity is based and provides basic information about volunteering with us.

## **Recruitment**

Heart Research UK welcomes and respects the breadth of experience, skills, dedication and goodwill that volunteers bring. Informal interviews (in person or over the phone) are carried out to ensure that applicants are suitable for the role in question. We will base our selection on the ability of each applicant to fulfil the role concerned, taking into account any effect volunteering may have on the safety of all parties, our brand and reputation.

## **Age**

In most cases you will need to be over 16 years of age to volunteer independently and under 18s will be asked for parental consent. Younger people may get involved in some aspects of volunteering with us if they are accompanied by a responsible adult. We do not have an upper age limit for volunteers but there may be situations that require us to ask someone to stop volunteering, for example:

- When health issues are considered a risk to the person concerned or others around them
- The accuracy of a volunteer's work has become a detriment to the organisations reputation

# Your journey starts here...

## Getting Started

Welcome to the team! We want to make sure you have everything you need to get started so we'll provide you with access to useful materials and information. Our Community Fundraiser will be available for support throughout your time with us.

## Equal Opportunities and Diversity

You will be volunteering in an organisation that is committed to equal opportunities and diversity. This commitment is reflected throughout the charity's policies and practices.

## Responsibilities and Expectations

We want you to enjoy volunteering with us and we take our responsibilities towards you very seriously. As a Heart Research UK volunteer, you will also be a representative of the charity and, as such, we ask that you act appropriately.

### Heart Research UK's Responsibilities:

- To offer equal opportunities to everyone who wants to volunteer
- To match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations
- To offer appropriate training and support for your role
- To celebrate success and recognise loyalty and dedication
- To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication
- To provide information about the charity's work, policies and procedures
- To reimburse agreed out of pocket expenses
- To make necessary arrangements to ensure your health, safety and welfare as a volunteer
- To encourage a positive and friendly atmosphere
- To provide access to trained members of staff, to support, guide and advise you when necessary

### Our Expectations of You as a Volunteer:

- To aim for high standards of efficiency, reliability and quality in your volunteering
- To work in partnership with other volunteers, staff and the general public
- To support, respect and adhere to our organisational policies, guidelines and management decisions – including all aspects of equal opportunities, health and safety, data protection and use of our brand
- To always consider and protect Heart Research UK's good reputation in your actions and conduct
- To act responsibly and within the law
- To let your staff contact know first if you have any problems so that we can find a solution together
- To let your staff contact know if there are changes in your personal circumstances that may affect your volunteering
- To have the best possible experience by getting involved and enjoying your volunteering



# Your volunteering

## Health and Safety

We are committed to ensuring your wellbeing and safety whilst you are volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe working environment.

### All volunteers at Heart Research UK must:

- Take reasonable care for the health and safety of yourself and other persons who may be affected by your actions or omissions
- Co-operate with staff by assisting them to fulfil their statutory duties
- Follow and adhere to the measures put in place by Heart Research UK or any organisation whose premises you may be working on
- Report accidents/incidents or dangerous circumstances to a paid member of staff, whether or not any person has been injured
- Be aware of actions to take when an emergency situation arises

## Cash Handling and Banking Donations

The most important thing to note when handling cash is that your personal safety is paramount: do not put yourself or others at unnecessary risk and always carry your receipt book.

- Always count the proceeds so that where possible a total can be publicly announced if you are at an event. If this is not possible, remember to announce the amount raised when counted
- For reasons of security at least two people should be present at all times where cash is being handled, counted or transported
- When counting cash use a private place – do not count cash in public view
- Fill in your charity receipt book (signed by a witness) to ensure records are maintained for auditing purposes
- When receiving cash, double check the amount you are being given with the supporter and issue an official receipt there and then, inputting the agreed amount of the donation and both sign
- When making arrangements to attend an event which involves a donation, ask the organisers whether the donation will be a cheque or cash. If you are given a choice always ask for a cheque as this is easier and more secure for you
- If you receive a cheque, ensure that it is correctly dated, signed and made payable to Heart Research UK
- When you are ready to bank the money, fill in your paying in slip (which you should have been provided with) and take all cash/cheques to your nearest Barclays Bank. Please ensure cash is counted and in money bags. Money should be banked at your earliest convenience. Always ask the bank to give you a receipt for the transaction
- Where it is not possible to bank the cash immediately we recommend that you make arrangements to store the cash in a sealed container in a secure place such as a safe, do not leave it on show. Banking the money should be a priority and done as soon as possible
- When money is counted any discrepancies should be investigated and any anomalies/unaccounted money or deficits should be documented and not covered up. Our cash handling procedures must be 100% transparent for auditing purposes.

## Collecting Box/Bucket Banking

If you are dealing with a collection box or large volume of coins it is not recommended or feasible to count the money at the point of receipt. In this instance we recommend that you issue a holding receipt for UNCOUNTED CASH and forward an official receipt to the donor at a later date. Empty the collection box in a secure environment with another person present, count the money, section into money bags and take to your nearest Barclays bank following the same process as above. If you have organised and attended the collection then you don't need to issue a receipt from your book, just bank the money and send us the bank receipt as proof of amount.

### Our bank details are:

**Name:** Heart Research UK

**Sort Code:** 20-48-95

**Account number:** 30182923

## Presenting/Talking on our Behalf

If you are attending an event on our behalf and have been asked to give a talk then we will help you with this. We have PowerPoint presentations which you can use in the talk which will guide you through our history, what we do, where we spend our money and how people can help. You are there to play the presentation, encourage support, reinforce how important our work is and build the relationships. It may be that the area you are giving the talk is somewhere we have done a lot of community or research work. In that case we will provide you with details of this to share with the group as this will be very unique to their town/city. Don't answer anything you don't know the answer to, use only the information you have been provided with and pass on any questions you can't answer to your staff contact and we will get back to them for you.

## Dress Code

We believe what we wear has to complement our organisation. We ask that all staff and volunteers have a clean and smart appearance when representing Heart Research UK. Comfort should be considered so smart casual is often the chosen dress code. This will change depending on the event you are attending so a dinner dance would require a much smarter appearance. If in doubt, just ask.

## Social Media

All volunteers associated with Heart Research UK are expected to ensure the information they share on any of their social media channel protects the reputation of Heart Research UK. At no point should your posts bring the charity into disrepute. Please use common sense when posting things online that are associated with Heart Research UK, either directly or indirectly. Only post things you would be happy to see repeated or shared, remember what you say online can never be completely private. Please respect confidentiality, data protection and personal privacy.

## Copyright, Intellectual Property and Photography

The rights to any original works that you may produce in the course of volunteering will belong to the charity, unless otherwise agreed. Examples include photography, artwork, graphic design and written work, including the results of research. We may use photographs of volunteers carrying out their roles for promotional purposes, such as in a leaflet or online. You may, of course, request that an image is withdrawn but please note this doesn't stop your image being used on pre-existing literature.

## Media Relations

No comments or stories should be given directly to the media, unless your volunteer role specifically includes talking to the press or other local media or your staff contact has given you permission. Our Marketing Team handle all press and media enquiries and write all our communications so any requests from the press, etc. should be referred to your staff contact as soon as possible.

## Data Protection and Confidentiality

We take great care to protect your information as part of our GDPR responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access. Please ensure you store data safely and always report this to Heart Research UK at your earliest convenience. When taking someone's personal details to pass on to Heart Research UK, please ask them how they would prefer to be contacted – phone, email or post (it can be more than one) and also tell them that their data will be added to our database. If they would like to see our privacy policy, they can view it on our website. Once Heart Research UK have confirmed receipt of this data, please destroy your copy.

## Expenses

Volunteers may request reimbursement of reasonable out of pocket expenses, such as travel costs and, if devoting a full day to the charity, a sandwich lunch or equivalent. Payment of reasonable expenses must be authorised by your staff contact in advance and receipts or tickets will be required.

## Insurance

Heart Research UK has appropriate types of insurance in place to cover its volunteers. These include employer's liability insurance and public liability insurance in the event of a volunteer being harmed due to the negligence of the charity, or a third party being injured as a result of the actions of a volunteer whilst performing Heart Research UK duties. However, our insurance does not cover your personal belongings.

## Using Your Own Vehicle

Heart Research UK does not provide motor insurance for you as a volunteer. Driving in connection with charitable volunteering is normally classified by insurers as "social, domestic and pleasure" which is part of your standard cover. If we have agreed to reimburse your expenses for travelling in your own vehicle, we use the government standard mileage rate, which includes an allowance for insurance as well as fuel, maintenance, tax, etc.

## Smoking and Substance Abuse

All Heart Research UK premises and events are smoke free. No smoking is allowed in or near our events/buildings. Volunteers are asked not to smoke when wearing a badge, branded clothing or anything that would identify you with the charity. Volunteering whilst under the influence of alcohol or drugs will not be accepted.

## Training and Development

You will have access to training or information to help you successfully carry out your volunteering role. You will be offered an appropriate induction including information about the volunteering environment and any equipment you may be using in your role. If you choose to take on an additional or alternative role or activity as a volunteer, your staff contact will be happy to help you widen or develop your skills and knowledge accordingly.

## Resolving Concerns

If you have any problems or complaints about your volunteering, please talk to your staff contact immediately. The charity takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties.

## Audit and Whistle Blowing

Heart Research UK is accountable to the Charity Commission and to the public who support us so generously. We have a responsibility to check and audit our activities to maintain our reputation as a trustworthy charity that manages donations honestly and efficiently. This includes money raised by local fundraising groups. If you find that any member of staff or volunteer is behaving in a way that is likely to bring the charity into disrepute or cause financial loss, you should let your staff contact know immediately. If, for any reason, you would rather not talk to your staff contact, please call the Head of UK Fundraising on **0113 234 7474**.

## Support and Advice

If you would like further information or advice on any aspect of your volunteering with us, please ask your staff contact.

**Heart Research UK**  
**Suite 12D**  
**Joseph's Well**  
**Leeds**  
**LS3 1AB**

**e:** [info@heartresearch.org.uk](mailto:info@heartresearch.org.uk)  
**t:** 0113 234 7474

# Thank you!

We appreciate everything you do.