

# Good Chance Volunteer Policy



1. **Policy statement**
2. **Our vision for volunteering**
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5. **Health and safety**
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1. At Good Chance, we believe in the power of stories to bring communities together. Volunteers play a crucial part in the work that we do to bring people together to tell bigger and bolder stories. We are forever grateful for all their work and want to make sure that volunteers have a safe, rewarding and enjoyable experience. This policy recognises the significant and valuable role volunteers play in facilitating artistic expression and the sharing of stories from people from all over the world. This policy sets out best practice and a framework that Good Chance endeavours to follow when working with our volunteers.

2. Without the passion, skill and dedication of volunteers, Good Chance would not be the organisation that it is. Over the five years since Good Chance was created, we have seen the impact that volunteers have had on the communities and artists we work with. We want to engage volunteers in our work where it is possible and ensure that they enjoy the experience and feel supported.

*We aim to:*

- Ensure that our volunteers understand what we expect from them, and what they can expect from us in return
- Recruit volunteers with the right skills to support the communities and artists we work with
- Ensure that all volunteers feel supported and safe
- Ensure that all volunteers whilst at Good Chance satisfy their work and personal developments. Good Chance will aim to help volunteers meet these goals.
- Good Chance staff at all levels will work positively with volunteers, and where appropriate, involve them in their work
- Good Chance actively encourage volunteers to offer up ideas and express their views

*At Good Chance, volunteers support the charity in a number of different ways, including:*

- Supporting the running of our Domes through facilitation of workshops
- Supporting our producers to help run community projects and productions
- Providing administrative and marketing support to the team
- Helping to raise funds, for example by helping at fundraising events, promoting ways to give money and connecting us with their networks

**3.** Good Chance have a duty of care to look after the wellbeing of our volunteers. We are committed to ensuring that all our activities and engagement within the wider community is held to the highest standards of safeguarding practice and that the welfare of our staff, volunteers and participants remains central to our work. On every project, Good Chance have a dedicated Safeguarding Officer who will provide support to staff and volunteers where necessary.

**4.** To help ensure that all volunteers enjoy and get the most out of their experience volunteering with Good Chance, each volunteer must undergo the appropriate induction and training process before starting. Each volunteer will be provided with relevant management and support. This might involve pre-arranged regular contact with their Good Chance manager. Good Chance will always strive to offer support where we can and is appropriate.

**5.** Volunteers must take reasonable care of themselves and others whilst volunteering with Good Chance and follow any health and safety advice and instruction given for their role. Volunteers should all read the Safeguarding Policy (via [www.goodchance.org.uk/safeguarding](http://www.goodchance.org.uk/safeguarding)) as well as have a health and safety induction if it is an event/Dome on site. Good Chance will ensure that all volunteers are provided with the appropriate information, supervision and training to enable them to enjoy their experience and carry out the role safely.

**6.** We are committed to treating everybody's data with respect and holding it correctly, in line with UK GDPR regulations. Our online volunteer database is powered by AirTable. Your information will be kept here securely so we can be in contact with volunteers about their role as well as future opportunities. We will not pass your details onto third parties under any circumstances and volunteers have the right to remove their data from our records at any time without explanation. All volunteers can request to read our Data Protection and Employee Privacy Policy for further information about how we collect, manage and store personal data.

**6.1.** As team members, volunteers will have access to personal and sensitive data. Volunteers must take all possible steps to preserve strict confidentiality regarding any information which have been accessed through work. All volunteers must sign the Confidentiality Statement to say they have read and understood the policy regarding sensitive information.

**7.** At Good Chance we rely heavily on our extensive network of volunteers. We are very grateful for the time and commitment afforded to our work by generous volunteers. We will always look to reimburse reasonable expenses, particularly if there are financial barriers to volunteering. Please note that we will only reimburse

expenses if previously agreed with the volunteer, based on an assessment of their requirements and the available budget. The volunteer's line manager will have the most up-to-date process for claiming expenses and what we can cover.

**8.** Good Chance works towards a world wherein refugees and displaced people are treated with respect, dignity and welcomed into the communities they arrive into. To ensure the protection and safety of the communities we support depends on the ability and commitment of everyone in the organisation to uphold the highest standards of ethical and professional conduct. All volunteers joining Good Chance should read our **Code of Conduct**, which can be found via [www.goodchance.org.uk/volunteer](http://www.goodchance.org.uk/volunteer).