



Reg charity no 1187423

## The Rural Coffee Caravan Policy: Volunteers

### Introduction:

The Rural Coffee Caravan (RCC) is a Registered Charity whose objectives include benefiting the residents of Suffolk by providing information, support and advice with a view to alleviating the effects of loneliness and rural isolation. Avenues for provision of these services include the running of a mobile community cafe visiting Suffolk villages and organizing Agency Fairs at centers of rural populations, as well as MeetupMondays, More Than a Shop and c-a-f-e (coffee and friends events) networks. These events are open to the public without discrimination.

The RCC recognises the fact that volunteers are essential for it to achieve its objectives, values the contribution they make and actively encourages the engagement of volunteers. The RCC policy regarding volunteers will always be to provide a welcoming environment and to make certain that those volunteering feel confident and competent to undertake work within the organisation. Training and familiarisation will be made available to those wishing to undertake it.

### Volunteering with the RCC will provide:

- an enjoyable and fulfilling activity, providing a great way for volunteers to share their enthusiasm, skills and ideas
- a worthwhile experience, making a positive contribution to the delivery of RCC objectives and seeing first-hand the benefits of our work
- experience of interacting with people, being part of a team, delivering events providing an understanding of loneliness and isolation and what help is available from agencies

Volunteers will be asked to complete a Registration Form after which there will be a discussion about our work and options that best match the volunteer's interests and time available.

### **Responsibilities of RCC:**

- actively seek to recruit volunteers
- ensure that volunteers have the necessary skills and attributes to enable them to carry out their roles and provide all necessary support
- provide appropriate familiarisation for volunteers regarding equipment and working procedures to ensure efficient operation and safety of employees and visitors
- ensure compliance regarding DBS checks for volunteers if necessary
- reimburse volunteers for reasonable expenses incurred in their work with the RCC
- ensure volunteer's personal details are kept in accordance with the organisation's Data Protection Policy

### **Expected of Volunteers:**

- adherence to relevant RCC policies including this volunteer policy and also our Health & Safety; Protection of Children and Vulnerable Adults; Equal Opportunities and Diversity; and Expenses policies
- to complete an "RCC Volunteer Registration" form providing contact details and information on availability
- to be reliable in maintaining commitments once made
- to be friendly, courteous and kind to everybody they have contact with whilst involved in RCC activities
- if requested, to be willing to wear RCC uniform (polo shirt, fleece or apron) so as to be clearly seen as representing the charity. This uniform is to be provided by RCC
- to inform the RCC (visit leader or Chief Executive Officer) immediately if there is a change in circumstances that affects their abilities to deliver the RCC's services (eg loss of driving licence)
- if towing, to be able to deliver all associated aspects of caravan or campervan set-up to deliver the visit and also to prepare the vehicle for departure

**Policy Review: last review Nov 2021...next review Nov 2024**