

VOLUNTEER CHARTER

We are Christians passionate about the local church bringing justice and transforming lives – overcoming global poverty.

Introduction

We aim to outwork our values, of being Christ-centred, compassionate, truthful, courageous and servant-hearted, in all that we do.

Our ten-year vision is to see 50 million people released from material and spiritual poverty through a worldwide network of 100,000 local churches.

It's an ambitious and bold vision. A vision that needs a movement of individuals and churches to stand with us in order for it to be achieved.

Without the support and commitment of individuals giving their time to support us, in other words volunteers, our work and that of our partners in transforming communities around the world would not be possible. Because of this, and because we want to serve Jesus in all we do, we want the experience of those giving their time to Tearfund to be excellent!

This charter is designed to outline what we believe about volunteers, what they can expect from us and what we can expect from them. In adopting it, Tearfund is trying to encourage best practice in volunteer management. It is not a contract, but rather an outline of how we aspire to work – and, we hope, how those giving their time to us will work too.

We believe

- Volunteers are an essential, unique and invaluable part of Tearfund – complementing and supporting the work of staff and partners around the world.
- That people give their time to Tearfund as part of their service to Christ and that should be honoured and encouraged.
- Volunteers are people who, of their own free will, contribute their time, energy and skills to benefit us without financial payment (apart from the reasonable and agreed reimbursement of expenses).
- The views of volunteers are important and should be represented as necessary throughout the organisation – with individuals being given the opportunity to influence our decisions and contribute to discussion.
- That it's important that we encourage and celebrate diversity among those who give their time to us, reflecting the different communities we serve, although understanding that certain activities may need to be restricted to certain groups (for example ensuring those who speak at churches on our behalf have an active faith and relationship with Jesus).
- When representing Tearfund, volunteers should conduct themselves in such a way as to promote mutual respect among staff and those with whom we work, to protect those we work with and maintain the charity's reputation as a distinctly Christian organisation.
- That any expectations of volunteers are mutually agreed and understood – including the work undertaken and the time commitment needed.

We will aim to...

- Outwork our values of being Christ-centred, compassionate, truthful, courageous and servant-hearted in how we work with those giving their time to us.
- To do anything reasonable to support volunteers as they outwork their role with us.
- Try to match a volunteer's needs, skills and passions to those of Tearfund.
- Ensure volunteers are given any necessary or helpful information about Tearfund to help them fulfil their role.
- To recognise that volunteers require satisfying work and personal development, to seek to help volunteers meet these needs and to provide induction, training, information, resources and support as necessary to the role being undertaken.
- Consult with volunteers and keep them informed of changes, to make it clear what is expected of them and to provide regular feedback.
- To provide each volunteer with a member of staff and/or a team to contact, so that they can give Tearfund feedback regarding their experience of volunteering and receive information, feedback and support from the organisation.
- Celebrate the contribution volunteers make to Tearfund.
- To provide adequate insurance cover for volunteers while undertaking duties approved and authorised by Tearfund.
- Implement policies and procedures that apply to volunteers, to help ensure compliance with equal opportunities, health and safety and other legal requirements and to support best practice in volunteering.
- Resolve promptly any problems, grievances and difficulties which may be encountered while volunteering and provide an opportunity to discuss the issues in an appropriate manner.

We ask that volunteers...

- Outwork our values of being Christ-centred, compassionate, truthful, courageous and servant-hearted in the work that they undertake for us.
- Do their best to fulfil the role/s that they have agreed to effectively and efficiently and to give us updates as necessary.
- Familiarise themselves with and observe Tearfund's policies and procedures that apply to volunteers – especially those relating to child protection, confidentiality and health and safety.
- Outwork Tearfund's Personal Conduct Policy.
- Participate in regular training as necessary – whether at events, online, through conference calls or one-to-one support.
- Let us know if they feel there are things we should change or improve – ensuring that we are the first to know.
- Inform us if their circumstances change, or if they feel out of their depth, don't have time or if they decide to stop volunteering.
- Let us know of any significant activities and success stories, and also tell us if anything has gone wrong!

And, because we can't say it enough...

The chances are that you're reading this Charter because you either currently give your time to Tearfund or are on a journey towards doing so.

For that we want to say a big **thank you** again for all that you do to champion and support our work and the work of our partners. Thank you for helping to bring life in all its fullness to the world's poorest people, for being part of the miracle.