



GROUP HUG

# Group Hug App Volunteer Guidelines

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## **1. SOCIAL ENTERPRISE - VISION, MISSION, AND VALUES**

### **1.1 Our Vision**

To offer a free service to adults in the United Kingdom, we accept donations and sponsorships and invest our surpluses to keep the service free and allow it to be powered by volunteers.

### **1.2 Our Mission**

- We offer an alternative chat service for immediate access to anyone wishing to talk to someone who needs to free their mind.
- We aim to grow this social concept country wide, giving users of Group Hug the ability to chat to someone in private, confidential and safe surroundings.
- We aim to provide an echo system to those volunteering to make their roles easy to carry out.
- We aim to help 100000 people in the first 2 years.

### **1.3 Our Values**

- We offer a service which meets the users demands whilst keeping privacy and confidentiality safe.
- We safeguard those who are in need on a case-by-case basis.
- We allow anyone to use our chat service whilst we listen and signpost to professional care.
- We encourage everyone's contribution and collaborate to make the roles easier.
- We achieve excellence through personal commitment and ongoing improvement.
- We respect and respond to people's diverse needs, backgrounds and views.
- We achieve our aims through building open and transparent relationships.

## **2. OUR COMMITMENT TO VOLUNTEERING**

The Social Enterprise's Principles of Volunteering sets out key expectations of how volunteering takes place in the Social Enterprise hereby referred to as Group Hug. These include several key principles which impact on how recruitment and selection take place.

- Autonomy within boundaries
- Collaboration and sharing
- Volunteer friendly communication
- Recognising differing motivations to volunteer
- Diversity
- Supportive
- Making use of volunteer skills
- Opportunity to learn and develop



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- Support of flexible time commitments
- Valuing Volunteers' contributions

### **3. INTRODUCTION**

Group Hug values our volunteers, who are our greatest asset in realising our mission. Recruitment, selection and induction are the foundation of volunteers' relationship with the Social Enterprise, and this is the time to lay a solid foundation for success. Effective recruitment and selection means ensuring that a prospective volunteer is the right person to become involved and their skills, experience, and expectations and those of Group Hug are well matched.

The recruitment and selection policy offers every volunteer a professional, effective, fair and transparent system for attracting and selecting volunteers, whilst ensuring we have appropriately equipped volunteers to help people. Our recruitment and selection processes will be volunteer friendly and always mindful of volunteer motivation and needs.

### **4. MUTUAL EXPECTATIONS – FOR INFORMATION ONLY**

Volunteers are an important and valued part of Group Hug, and we hope your experience with us is enjoyable and rewarding.

This document outlines what you can expect from us, and what we ask from you. It is not a legal contract but describes the commitment between Group Hug and you. Neither of us intends any employment relationship to be created either now or at any time in the future.

#### **4.1 As a volunteer with Group Hug what you can expect:**

- To have a thorough induction into our work, our staff, and your volunteering role.
- The training you need to meet the responsibilities of your role.
- A clear explanation of the standards we expect for our services and to be encouraged and supported to achieve and maintain them.
- Clear communications, using your preferred communication method or via Group Hug.
- Development opportunities in your volunteering role.
- To feel supported in your role.
- To be treated with respect, courtesy and fairly, without discrimination.
- Adequate insurance whilst undertaking voluntary work approved and authorised by us.
- To try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us.

#### **4.2 What we ask of you as a volunteer:**

- That you support our aims and objectives.



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- Remember you are a representative of Group Hug.
- Are open and honest in your dealings with us.
- Commit to attending development opportunities.
- Treat fellow volunteers and staff with courtesy and respect.
- Let us know if we can improve the service and support you receive.
- Carry out your role and conduct yourself in accordance with Group Hug policies, principles and values, including:
  - Data Protection (GDPR 2018)
  - Confidentiality
  - Health and Safety
  - Diversity and Equal Opportunities
  - Disclosure of Malpractice in the Workplace (whistleblowing)
  - Ethics, Corruption and Anti Bribery
  - Safeguarding
  - Privacy
- Perform your volunteering role to the best of your ability.
- Maintain confidentiality within Group Hug.
- Act within the parameters of your role.

Group Hug's hopes and expectations for the role of a volunteer has been created with the understanding that volunteers are free to come and go as they wish, and that there are no obligations placed upon them.

Group Hug suggests if volunteers stay in the role for at least 12 months, then both you and Group Hug will get the most out of the experience.

Group Hug values our volunteers, who are our greatest asset in realising our mission.

## **5. IMPLEMENTATION OF POLICY**

This Policy shall be deemed effective as of 16<sup>th</sup> May 2021. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.