

# Volunteer Handbook

**A guide for volunteers**



# It's great to have you on board as a Prostate Cancer UK volunteer

## **Volunteers help us:**

- Support men and their families in their journey with prostate cancer
- Support projects and functions across the organisation
- Influence policy makers and service providers
- Raise vital funds across the UK
- Shape our strategy and guide our work for men.

We couldn't do so much of the amazing work we accomplish without our wonderful volunteers.

So, whether you want to help the cause or have a personal experience or connection to prostate cancer, you can help inform our work at every level from long-term strategy to getting hands-on with the delivery of our services!



## Our commitment to our volunteers – we will:

- Ensure you get as much out of volunteering with us as possible
- Create an inclusive environment where all volunteers, regardless of background, are valued, respected, and empowered to make a meaningful impact
- Offer training with various learning and development opportunities
- Celebrate your success and recognise the time you give to us
- Foster a friendly and supportive atmosphere and make volunteering a positive experience for you.

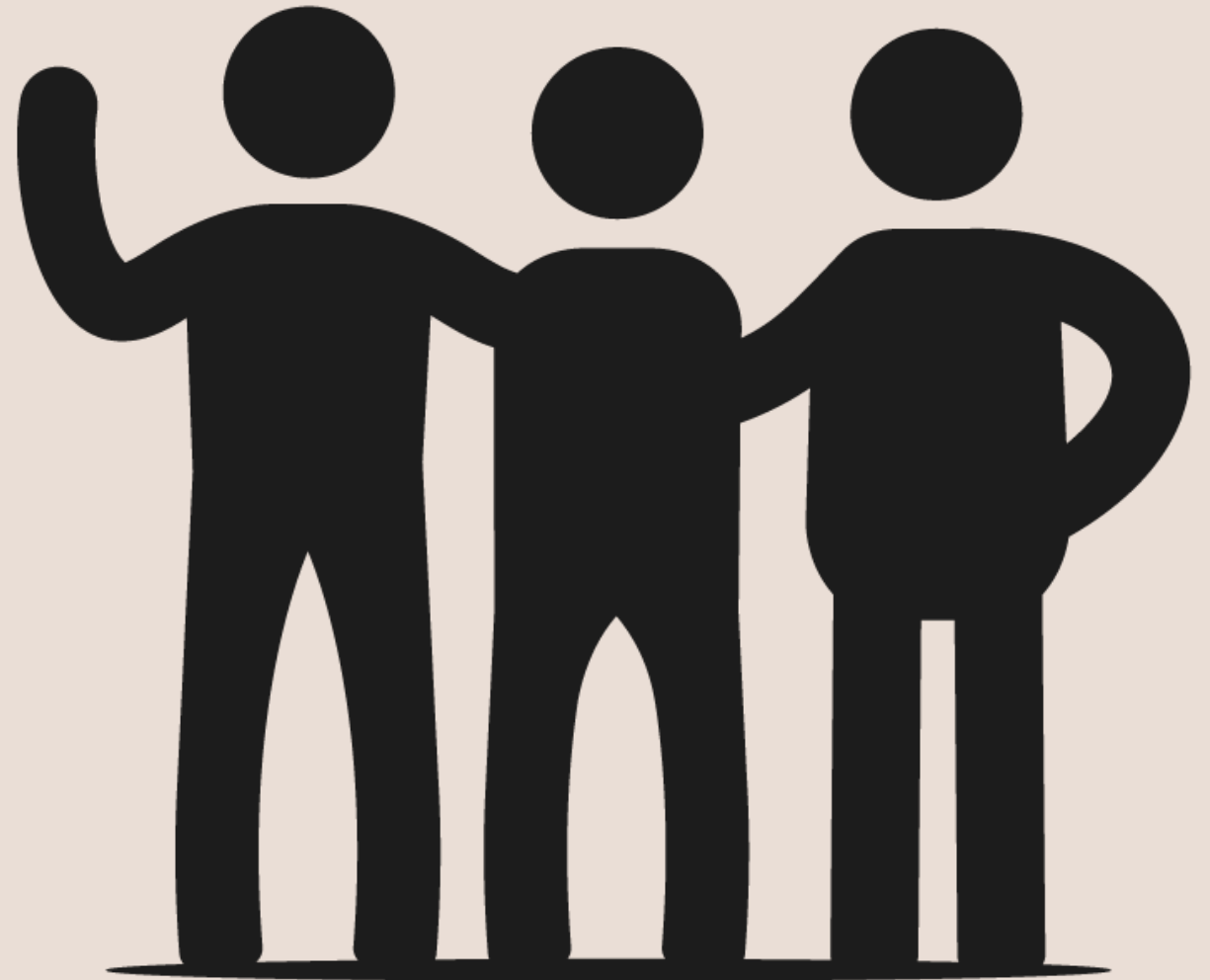


# What do we **expect** of our volunteers?

Our reputation is extremely important to us, and we expect volunteers to uphold it. Our [code of conduct](#) goes into more detail, but we expect you'd adhere to our organisational objectives and procedures, such as our commitment to promoting equality, diversity, and inclusion (EDI) in everything we do.

We encourage you to be part of our effort to be an anti-racist organisation and to support Black communities as an ally.

We want volunteering to be safe and enjoyable for everyone, so we ask you to agree to our [Volunteer Agreement](#).





# Support and recognition

The Volunteer Experience team are **here to help** every step of the way. Our door is **always open** whether you have an idea, a suggestion or an activity you'd like to get further involved in. We can be contacted by [email](#), phone or even by booking a slot to speak to us in advance!

We simply couldn't reach as many people affected by prostate cancer without our volunteers. We will **thank you** in person at every opportunity we get, and ensure you are included in all our celebrations.

We also **provide opportunities** for volunteers to meet and communicate with each other online and at events

Your feedback is essential so we can make volunteering better and we will ask for it regularly. **Got an idea? Get in touch!**



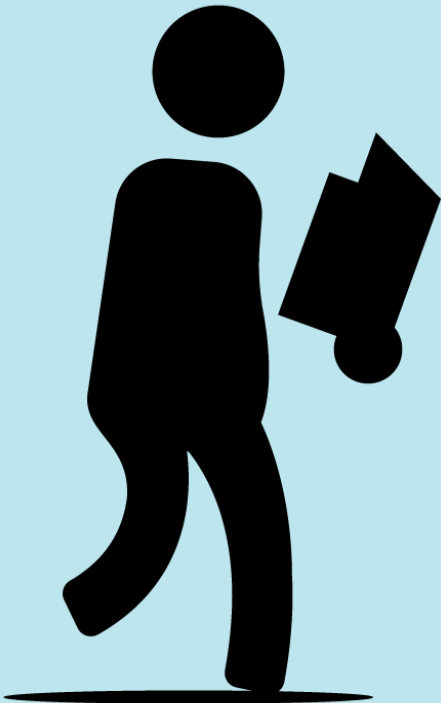
## Learning and development

The more tools we offer you, the better equipped you'll be to make a difference. To start with, we provide an induction programme as well as role-specific learning.

You'll have online access to all relevant content and policies and up to date news and information from the charity. We encourage you to join our regular volunteer webinars to learn more about the work going on at the charity and how you can get further involved.

## Expenses

We want to ensure that you have no barriers to volunteering and will reimburse reasonable out-of-pocket expenses including travel and meals in accordance with our [Volunteer Expenses Policy](#).



## Health & Safety

Your safety is our number one priority. We would never ask a volunteer to step into an environment that is not safe and healthy.

We'll provide you with appropriate instruction, training, and supervision in your role.

A risk assessment will be carried out by the charity where necessary, with a separate process to follow for those volunteers organising their own events.

We ask that you report any accident, incident, danger or safeguarding concerns to us as soon as possible by emailing [volunteer@prostatecanceruk.org](mailto:volunteer@prostatecanceruk.org).

We will keep a record of this information and investigate where necessary.

## Resolving problems and complaints

We want volunteering to be enjoyable and rewarding so we are committed to resolving all complaints and grievances fairly in line with our [Volunteer Problem Solving Process](#).

We also have a duty of care for all our volunteers. We have the right to decide if it is appropriate for a volunteer to reduce or cease their contribution if their duties become detrimental to anyone's health or safety.

## Insurance

Volunteer activities which follow our processes and risk assessments are covered by the charity's public and employer's liability insurance. If you are using your own car to travel whilst volunteering, you will need to ensure your own car insurance covers you for this as we do not provide car insurance cover.

# When you want to stop volunteering



You may choose to stop volunteering at any time. When this time comes for you just let us know and we'll invite you to feedback on your experience.

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# Confidentiality

It's important any sensitive information remains confidential; this includes individuals' personal and medical information as well as information relating to the overall business of the organisation.



# Data protection

Personal information recorded about volunteers is stored and maintained with appropriate safeguards for confidentiality. Read our Privacy policy [here](#). Prostate Cancer UK abides by all provisions of the General Data Protection Regulations 2018.

Volunteers who collect or administer any personal data on our supporters or clients are also required by law to comply with the provisions of the law.