

Managing Volunteers at Community and Engagement Events: Public

Purpose

The purpose of this document is to provide a framework for how the organisation works with volunteers and third parties in the delivery of community and partnership events. It will ensure that all activities that volunteers are involved in on behalf of RCUK are initiated, managed and maintained appropriately.

Values

Everyone who works for and with RCUK plays an important role in representing our organisation and our values. Whether you are a staff member or volunteer, your actions help shape the experiences of the people we support, our partners, and the wider community.

RCUK has a [Code of Conduct](#) sets out the behaviours and standards we expect from everyone involved with RCUK. It is designed not only to protect the reputation and integrity of the organisation, but also to support and protect our staff, volunteers, beneficiaries and stakeholders by promoting a safe, respectful, inclusive and professional environment for all.

Our Code of Conduct is grounded in our shared organisational [Values](#). These values guide how we work with colleagues, volunteers, partners and the communities we serve.

Our Values:

- Expert
- Compassionate
- Inclusive

When does it apply

This policy should be read by any volunteer attending any activity on behalf of RCUK. This includes but is not limited to, volunteers participating at partnership and community events, volunteers cheering for RCUK fundraisers at events and, delivering CPR awareness sessions. This policy does not cover the work of subcommittees (but members of subcommittees may volunteer for RCUK in other ways and therefore be covered by this policy) or RCUK instructors who volunteer their time to deliver RCUK course activity.

Induction and training

Persons who have expressed interest in volunteering for RCUK in this way will be asked a series of questions which may include personal information for the purposes of contacting them, information relating to their BLS skills, and why they are interested in supporting the work of RCUK in this way. All personal details will be held in line with RCUK's Privacy Policy

The questions included on the volunteer application form.

Data Protection

All personal data should be handled in line with our Data Protection and privacy Policy and procedures, and in accordance with the principles of GDPR. All RCUK staff and volunteers are responsible for ensuring the protection of personal data at all times. If you have any concerns in relation to how your data is processed by RCUK please raise these with the manager on duty at the event in the first instance. If you need to raise it further please contact complaints@resus.org.uk

Expenses

RCUK will cover reasonable expenses for volunteers who support at events, in accordance with the organisation's [Expenses Policy](#)

Volunteers supporting an event for four hours or more will be made aware of their entitlement to claim reasonable lunch expenses, in accordance with the organisation's Expenses Policy.

In the very rare event where circumstances may require overnight accommodation, prior approval must first be sought from an RCUK manager.

Requirements

Any RCUK volunteer attending a CPR awareness session will have achieved at least BLS status in their resuscitation training. We ask for confirmation of this training during the volunteer application process and require volunteer candidates to confirm their suitability when being allocated to a position.

All volunteers must be aged over 18 years.

All volunteers will be expected to act in line with RCUK's [Code of Conduct](#).

Support and supervision of volunteers

All RCUK colleagues play an important role in supporting and enhancing the experience of volunteers who generously give their time to RCUK to help our work. The main contact for volunteer activity at our events will be the Manager on duty for the event. Prior to attending an event, volunteers will be made aware of who the appropriate contact is and appropriate information provided (which may include name, email address, phone number). This information is so that volunteers can contact the manager if they will be late or unable to attend on the day.

Volunteers will be asked to provide feedback after participating in an event with RCUK. This is for quality improvement processes. We would ask that the volunteer provides honest feedback so that we can continue to improve the experience for our volunteers.

Health and Safety

All representatives of RCUK have a responsibility for ensuring the health and safety of themselves and others who may be affected by their activities.

RCUK staff will operate in line with the organisation's Health and Safety Policy and undertake risk assessments in advance of events.

Volunteers must ensure they are aware of the health and safety and emergency evacuation procedures at the venue and act in line with emergency procedures.

Volunteers are responsible for raising any health and safety concerns they may have with the manager on duty.

In the event of an incident the manager on duty is responsible for recording the incident in the appropriate channels

This policy and process will be reviewed on an ongoing basis.

Complaints procedure

RCUK aims to always deliver high-quality products and services to everyone, and this extends to experiences for our volunteers. Continuous improvement is a central process for this and we welcome feedback to ensure we continue to meet expectations. The process for complaints is to raise it with the manager on duty in the first instance. If you are unhappy with the resolution offered and wish to raise it more formally please refer to our [Complaints Policy](#).

Conflict of interest

All volunteers are obliged to disclose any conflicts of interest in order to avoid potential ethical conflict. This is detailed in the [Conflict of Interest Policy](#). If there is a potential conflict the volunteer should raise this with Manager in charge at the earliest convenience.

Fundraising

As part of RCUK presence at events we may have the opportunity to fundraise. RCUK's policy is to use a cashless method with a card machine and tablet. Volunteers will not be asked to manage donations directly and instead direct to the RCUK member of staff present. Volunteers may direct members of the public to RCUK's website and discuss our work if they feel comfortable and confident to do so.

Vision and Values

You can read more about RCUK vision and values here: <https://www.resus.org.uk/our-vision>

RCUK relies on the generosity of our volunteers to further our mission of ensuring that everyone who has a cardiac arrest has access to appropriate CPR. We want more people to learn the steps and are so grateful to you for considering giving your time to support this work. If you have any questions that have not been answered please contact communications@resus.org.uk with the subject line Volunteer.

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