

# THE RFL VOLUNTEER CHARTER

**V**olunteers are a vital component of the RFL and its members. We hope that people enjoy volunteering with us and feel a full part of our team. This charter sets out what volunteers can expect from us and outlines our expectations of our volunteers. In adopting this charter the RFL purpose is to encourage best practice in volunteer management, seeking always to develop the quality of volunteering opportunities.

This charter seeks to provide overall guidance and direction to its employees and volunteers and to demonstrate that the RFL recognises its obligations to its volunteers. It does not seek to establish any form of contract, as volunteering is binding in honour only, and it is not intended to be legally binding.

We commit to the following:-

- to assist volunteers in carrying out their roles by providing induction, training, information and support necessary to the role undertaken
- to provide each volunteer with a contact member of staff so that volunteers can tell us if they are happy with how their roles are organised and get feedback and support from us
- to try to match your needs and motivations to those of the RFL
- to recognise your contribution
- to consult with volunteers and keep them informed of possible changes
- to make it clear what is expected of you as a volunteer and to provide regular feedback
- to have an understanding of the need for flexibility within the role
- to provide adequate insurance cover for volunteers whilst undertaking duties approved and authorised by the RFL and its members
- to implement policies and procedures to ensure compliance with equal opportunities, health and safety and other legal requirements and to support best practice in volunteering
- to endeavour to resolve any problems, grievances and difficulties which may be encountered while volunteering with the RFL and its members and provide an opportunity to discuss the issues in an appropriate manner

Volunteers are requested to:-

- observe the policies, procedures and rules of the RFL and its members as they apply to the facet of volunteering for which they volunteer
- show diligence and a duty of care to other volunteers, staff and members. They should familiarise themselves with the policies and procedures, especially those relating to Health and Safety and Child Protection
- show respect for fellow volunteers and employees, and members of the public
- abide by the policy on confidentiality and respect all confidential information relating to the RFL and its members
- return immediately on request any document materials or other property which are held on behalf of the RFL and its members
- avoid any word or deed, or do anything that will bring the RFL and its members into disrepute

The RFL is committed to becoming an equal opportunities organisation. It is committed to promoting opportunities and preventing discrimination. This policy applies both to service delivery and to its own employment practices. Volunteers should be willing and able to demonstrate commitment to the RFL's

Equal Opportunity Policy. A copy of the Charter should be displayed within your club/Service Area.



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