

# Home-based volunteering

## Guidelines

### Introduction

The mechanics of volunteering from home can be difficult to set out in a way that applies to all cases. However, a couple of areas that are worth covering are detailed below:

### Interviews

Interviews will be conducted over the telephone at a date and time that is convenient. Interviews can be arranged in our Maidstone office if you prefer, although we are unable to cover the expenses for this.

### Expenses

Travel is not expected as part of this role. Travel costs can be covered for volunteers where agreed in advance (and up to a maximum of £15 per day)

### Emails

We will provide you with access to an email account for you to use as part of your role.

### Computer facilities

We would expect that any potential volunteer based away from the office would have access to a computer with internet access, and have the software (such as Microsoft Office or OpenOffice) to read, create and edit Microsoft Word and Excel documents, as well as read PDF's. Access to a printer is not required, but may be useful depending on the work carried out.

### Data protection

You will be expected to comply with our Data Protection policy. Where access to personal data is involved, you will be expected to keep this safe and secure in ways that mean only you can access it at your end. We will discuss this in more detail in individual cases.

## Telephone

Access to a telephone/mobile to receive calls is required. The ability to make outgoing calls is not a necessity, but would be useful. Use of Skype may also be involved.

## Allocating tasks

We have a small group of home-based volunteers who support us in a range of tasks, primarily around researching and developing information and resources for our self-help information site. When tasks become available, these will be circulated to relevant volunteers, so that those interested can put themselves forward.

## Managing individual tasks

Before you start a particular task, we will discuss with you ways of undertaking the task and arrive at a position which best meets the situation, including clear objectives deadlines (where appropriate). We will arrange regular communication to discuss progress against the task.

## Keeping a record of your hours

Although you are not based in the office, we will provide you with a timesheet so that you can keep a record of the hours that you are giving to the charity. This information will help us to recognise the contribution of volunteers to our work and is vital information when reporting to funders and other partners.

## Feeling part of the team

It is important for us that our home-based volunteers feel part of the Unlock team. Although visits to the office are not a mandatory part of the role, we will always try to find ways for home-based volunteers to come to the office and/or feel part of the team.