

Age UK Stockport (AUKS) is a local independent charity and all volunteers are asked to play an active and supportive role positively promoting the service they are involved with and the organisation at all times. Please take the time to read and understand the Age UK Stockport values and mission as these drive everything we do as you join us in our commitment to working positively with and for older people in Stockport.

### Expenses & Insurance

All travel and out of pocket expenses will be reimbursed on production of the appropriate claim form with receipts. Forms are obtained and authorised through Service Leads and are generally claimed and paid monthly and preferably by Bank Transfer to keep administrative costs down. However, Age UK Stockport will be flexible on payment times if necessary.

All volunteers are covered by the appropriate Public Liability Insurance whilst working as agreed within Age UK Stockport or associated services.

### Policies & Training

Each Volunteer will be linked to a named Service Lead who will provide an induction to the service, relevant or `on the job` training and ongoing support and supervision. As an introduction to the organisation volunteers will be issued with the latest Annual report and other relevant documentation and the link to the website to overview services. Volunteers will also be issued with the current Volunteer Guidance.

All volunteers will need to undertake some basic Training, covering confidentiality, boundaries, safeguarding and other general volunteering information. Some roles require additional training such as Home Visiting. ALL training is based on our established policies and procedures that will need to be known as relevant and required.

To ensure our clients receive a consistent and professional service Volunteers may be asked to attend ongoing trainings and Team Meetings to keep up to date with any changes to the service and / or the organisation. Volunteers will also be required to use established procedures and abide by current organisational policies.

### Limitations and Boundaries

Please refer to the specific service task sheet for individual limitations to roles.

Volunteers must be aware that Home Visiting refers *only* to those that are scheduled with the agreement and awareness of the service lead; any visits not scheduled in this way are outside the project for both support or insurance.

Volunteers must also be aware that before the use of their cars with clients, procedures must be followed and agreement of the service lead obtained. You may also be required to inform your Insurer if carrying passengers or goods.

We recognise that sometimes other types of work beyond this task sheet become relevant or of interest. Please discuss with the Volunteer Lead before undertaking any extension to the role as defined as you will not be covered by support or insurance.

You will be a valued representative of Age UK Stockport so please always work within your service and your knowledge and refer to others if you are unsure. Please do not be tempted to offer personal advice to anyone as we are committed to making sure that every client receives the best professional advice from the person best qualified in each area.

## References and Checks

References will be taken up for all volunteers. In addition, volunteers, will need to agree to be routinely checked through vetting schemes such as the Disclosure & Barring Service (DBS) checks, as appropriate to the role undertaken, and will also need to work to good practice guidelines relevant to the service you are involved with.

\*Important: Positions are excused from the Rehabilitation of Offenders Act 1974 so all such matters need to be disclosed. Please note that the existence of a Criminal Record does not automatically debar you from work.

## Volunteer Privacy

This explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share it during the application process. We are sending you this notice to make sure we comply with legislation governing data protection, known as the General Data Protection Regulation or 'GDPR' and the Data Protection Act 2018. Please ensure that you read this notice.

Age UK Stockport is a 'data controller' and gathers and uses certain information about you. Data protection principles and your rights

We will comply with the data protection principles when gathering and using personal information, as set out in our [AGE UK STOCKPORT PRIVACY STANDARD \(L1-GEN-P4\)](#). This document also sets out your rights in relation to your information. This is available on our website.

### About the information we collect and hold

What information

You are required to provide the categories of information below to enable us to verify your suitability for the position; certain of the categories above may not apply to you in some volunteering roles.

We may collect the following information up to and including the shortlisting stage of the recruitment process:

- Your name and contact details (ie address, phone numbers, email address);
- Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests;
- Information regarding any criminal record;
- Details of your referees.
- Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs (collected separately and stored anonymously for monitoring purposes only);

We may collect the following information after the shortlisting stage, and before recruitment:

- Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers

- Information regarding your academic and / or professional qualifications
- Information regarding your criminal record, in criminal records certificates and enhanced criminal records certificates
- Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information
- A copy of your driving licence, MOT Certificate and insurance information;

#### How we collect the information

We may collect this information from you, your referees (details of whom you will have provided), your education provider, relevant professional bodies, the Disclosure and Barring Service (DBS), the Home Office.

#### Why we collect the information and how we use it

We will typically collect and use this information for the following purposes (other purposes that may also apply are explained in our DATA PRIVACY STANDARD

- for compliance with a legal obligation, for example in relation to confidentiality, diversity and safeguarding.
- for the performance of a task carried out in the public interest; and
- for the purposes of our legitimate interests, but only if these are not overridden by your interests, rights or freedoms.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

We handle sensitive personal information and information relating to criminal convictions and offences in accordance with our Recruitment policies – available from the HR department.

Where we hold your information and how long we keep it: We hold all physical and electronic information securely. This includes locked filing cabinets and offices or on a limited access HR database and / or client database, all within our secure internet systems.

We keep the personal information that we obtain about you during the recruitment process or during your volunteering with us for no longer than is necessary for the purposes for which it is processed and for no longer than is reasonable, taking into account the limitation periods for potential claims, after which they will be destroyed using our secure shredding systems.

How we may share the information: We may also need to share some of the above categories of personal information with other parties, such as HR consultants and professional advisers. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information with our regulators or as required to comply with the law.

#### Further Information

If you require any further information do not hesitate to contact our HR Manager and Information Governance Manager who will be pleased to help with any queries you might have. In addition you can check for all current information regarding these issues on the Information Commissioners Office website at <https://ico.org.uk/>

## Keeping Us Informed

It is vital us you keep us informed. This includes any changes to your circumstances and visits and it also includes any unusual occurrences or incidents or any significant changes with or concerns about your clients. Please report to your Service Lead in an appropriate and timely way.

## Leaving Us

You can of course stop volunteering at any time but please do let us know as soon as possible so we can arrange cover for the work you were doing. We would also appreciate you completing an exit form for our records.

## Finally

Thank you for joining Age UK Stockport as a volunteer. We hope you enjoy the work knowing you are making a difference. Any queries please speak to your service lead or the Volunteer lead.

This Task Sheet must be read in conjunction with the relevant **Volunteer Task Sheet for the service** which contains additional important information.

This task sheet includes Step Out Stockport roles.

**We are committed to the protection of Vulnerable Adults**

AGE UK STOCKPORT is a local independent registered charity 1139547 and company limited by guarantee registered in England and Wales, number 7413632.

Commonweal, 56 Wellington Street, Stockport, SK1 3AQ 0161 480 1211  
[info@ageukstockport.org.uk](mailto:info@ageukstockport.org.uk)