OUR VOLUNTEERING POLICY
Welcome to Cancer Research UK

Volunteering can develop your skills, knowledge and experience however you volunteer with Cancer Research UK.

Every hour you give makes a vital contribution towards achieving our goal of beating cancer sooner. Thanks to the support of volunteers like you, we have made huge advances in the prevention, detection and treatment of cancer. Survival rates have doubled over the past 40 years.

Thank you for your commitment to Cancer Research UK. We hope this will give you enormous enjoyment and satisfaction.

Professor Sir Leszek Borysiewicz
Chairman
WHAT WE DO
Cancer Research UK is the world’s leading charity dedicated to saving lives through research. We fund research into all types of cancer - and there are over 200 different types.

We also provide cancer and health information to the public and develop evidence-based policy to inform government decisions related to cancer and research.

Our vision is to bring forward the day when all cancers are cured. In the 1970s, just a quarter of people with cancer survived their disease. But over the last 40 years, survival has doubled - today half of the people diagnosed with cancer will survive their disease for at least 10 years.

Our ambition is to accelerate progress and see three quarters of people surviving the disease within the next 20 years.

FIND OUT MORE ABOUT OUR PROGRESS:
Visit cruk.org/our-research
Join us on Facebook.com/cancerresearchuk
Follow us on Twitter @CR_UK
COMMITTED TO VOLUNTEERING
Volunteers are a vital part of the Cancer Research UK family. We don’t receive any government funding for our research, so every step towards beating cancer sooner relies on every hour donated and every pound raised. Volunteers are involved in all aspects of our life-saving work and are our link to communities all over the UK.

WHO IS THIS POLICY FOR?
This policy is for Cancer Research UK volunteers who have accepted an agreed role with the charity.

It outlines the principles on which the relationship between volunteers and the charity is based. It also provides basic information about volunteering with us.

Volunteers support Cancer Research UK by giving their time to carry out roles which have been initiated by or agreed with the charity.

The volunteering relationship is a unique relationship based on trust. It doesn’t involve the obligations associated with employment and no payment, other than the reimbursement of agreed expenses, is made to people who give their time to volunteer.

RECRUITMENT AND SELECTION
Cancer Research UK welcomes and respects the breadth of experience, skills and knowledge that volunteers bring. We carry out informal interviews to ensure the role is right for both parties. We’ll base our selection on the ability of each applicant to carry out the role, taking into account any effect volunteering may have on the safety of all parties, our brand and reputation.

Some roles may require additional screening, for example if the role involves working with young people or access to confidential data.

AGE
In most cases you will need to be over 16 years of age to volunteer independently and under 18s will be asked for parental / guardian consent. Younger people may get involved in some aspects of volunteering with us if they are accompanied by a responsible adult.

We do not have an upper age limit for volunteers but there may be situations that require us to ask someone to stop volunteering – for example when health issues are considered a risk to the person concerned or others around them.
VOLUNTEERING WITH CANCER RESEARCH UK

GETTING STARTED
Welcome to the team! We want to make sure you have everything you need to get started so we’ll provide you with either an induction or access to useful materials and information. Your staff contact will usually be the Cancer Research UK staff member who manages the area of work in which you volunteer.

EQUAL OPPORTUNITIES AND DIVERSITY
You’ll be volunteering in an organisation that is committed to creating and fostering a culture that promotes respect for each other and values individual differences. We will not condone, tolerate or ignore any form of discrimination or unacceptable behaviour.
WE WILL MAKE THE MOST OF EVERY HOUR YOU GIVE TO BEAT CANCER SOONER

We want you to enjoy volunteering with us and we take our responsibilities towards you very seriously. As a Cancer Research UK volunteer, you’ll also be a representative of the charity and, as such, we ask that you act appropriately.

OUR COMMITMENT TO VOLUNTEERS

WE WILL:

- Offer equal opportunities to everyone who wants to volunteer
- Match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations
- Provide a clear volunteer description clarifying your role and responsibilities and the standards required
- Offer appropriate training and support and encourage you to develop in your role
- Celebrate success and recognise your contribution
- Respect all volunteers and listen to what you have to say
- Provide information about our research work, our policies and our procedures
- Reimburse agreed out of pocket expenses in line with Cancer Research UK’s policy and guidance
- Make necessary arrangements to ensure your health, safety and welfare as a volunteer
- Encourage a positive atmosphere to enable you to have the best volunteering experience possible
- Listen to and act on your concerns if expectations aren’t met
OUR EXPECTATIONS OF VOLUNTEERS
WE ASK YOU TO:

- Commit to our aims and values and be a positive advocate for Cancer Research UK
- Aim for high standards of efficiency, reliability and quality in your volunteering; giving the best of your skills and abilities
- Treat everyone you come into contact with through your role with dignity and respect, understanding that no form of harassment, bullying or discrimination will be tolerated
- Work in partnership with other volunteers, staff and the general public
- Support and act in accordance with our organisational policies, guidelines, procedures and management decisions – including all aspects of equal opportunities, health and safety, finance, data protection, safeguarding and use of our brand – and to ask if something isn’t clear
- Ensure that any funds raised for Cancer Research UK are held in trust for the charity, and follow our accounting procedures
- Respect and maintain confidentiality
- Always consider and protect Cancer Research UK’s reputation in your actions and conduct, acting responsibly and within the law
- Be accountable for your behaviour and actions and be open to receiving feedback
- Let your staff contact know first if you have any problems so that we can find a solution together
- Let your staff contact know if there are changes in your personal circumstances that may affect your volunteering
YOUR VOLUNTEERING

HEALTH AND SAFETY
We’re committed to ensuring your well-being and safety whilst you are volunteering. We expect our volunteers to contribute to maintaining a safe working environment.

Whilst volunteering you must:

• Take reasonable care of the health and safety of yourself and other people who may be affected by your actions or omissions
• Co-operate with staff by assisting them to fulfil their statutory duties
• Follow the health and safety policy and measures put in place by Cancer Research UK or any organisation whose premises you may be working on

• Report any accidents/incidents or dangerous circumstances to a member of staff, whether or not anyone has been injured
• Be aware of actions to take when an emergency situation arises and who to contact for support
• Undertake Health and Safety training as requested by Cancer Research UK and appropriate for your role and duties (including refresher training)
COPYRIGHT, INTELLECTUAL PROPERTY AND PHOTOGRAPHY
The rights to any original works that you may produce in the course of your volunteering will belong to the charity, unless otherwise agreed. Examples of this include; photography, artwork, graphic design and written work, including the results of research.

We may use photographs of volunteers carrying out their roles for promotional purposes, for example in a leaflet or online. If you don’t want us to use your image please make your staff contact/ event photographer aware at the time.

TRAINING AND DEVELOPMENT
You will have access to training or information to help you successfully carry out your volunteering role. You will be offered an appropriate induction including information about the volunteering environment and any equipment you may be using in your role. If you choose to take on an additional or alternative role or activity as a volunteer, your staff contact will be happy to help you widen or develop your skills and knowledge accordingly.

DATA PROTECTION AND CONFIDENTIALITY
We take great care to protect your information as part of our data protection responsibilities.

During your volunteering you may come into contact with personal, sensitive and commercially sensitive information related to staff, volunteers, supporters and Cancer Research UK operational activity.

As a Cancer Research UK volunteer we expect you to follow our Data Protection policy and the measures put in place to protect this information and to ensure it’s kept private and confidential at all times.
SOCIAL MEDIA
Many of us have personal accounts on social media platforms to socialise and keep in touch with friends. You are expected to ensure that the information and opinions you share protects Cancer Research UK’s reputation and are not in conflict with our brand, guidelines and policies or could bring the organisation into disrepute.

• Use common sense when posting anything online
• Only post things you would be happy to be repeated – remember what you say online can never be completely private and it’s easy to link your social media profile to Cancer Research UK even if it’s not clearly stated on your profile
• Respect confidentiality, data protection and personal privacy

EXPENSES
Volunteers may request reimbursement of reasonable out-of-pocket expenses, such as travel costs and, if devoting a full day to the charity, a sandwich lunch or equivalent. Payment of reasonable expenses must be authorised by your staff contact in advance and receipts or tickets will be required.
INSURANCE
Cancer Research UK has appropriate types of insurance in place to cover our volunteers. These include employers’ liability insurance and public liability insurance which provide cover in the event of a volunteer being harmed due to the negligence of the charity, or a third party being injured as a result of the actions of a volunteer whilst performing Cancer Research UK duties. However, our insurance does not cover your personal belongings.

USING YOUR OWN VEHICLE
Cancer Research UK does not provide motor insurance for volunteers. Driving in connection with volunteering is normally classified by insurers as ‘social, domestic and pleasure’ which is part of your standard cover but we recommend that you check with your insurer.

If we have agreed to reimburse your expenses for travelling in your own vehicle, we use the government standard mileage rate, which includes an allowance for insurance as well as fuel, maintenance, tax etc.

SMOKING AND SUBSTANCE ABUSE
All Cancer Research UK premises and events are smoke-free. No smoking is allowed in or near our sites. Volunteers are asked not to smoke when wearing a badge, branded clothing or anything that would identify you with the charity.

Electronic, or e-cigarettes should not be used, as from a distance they can be mistaken for genuine tobacco products and this could pose a threat to our reputation.

Volunteering whilst under the influence of alcohol or drugs will not be accepted.

MEDIA RELATIONS
No comments or stories should be given directly to the media, unless your volunteer role specifically includes talking to the press or other local media. Generally, our media relations are handled by trained specialists and so any requests from the press, etc. should be referred to your staff contact or Regional Press Officer.
RESOLVING CONCERNS
We take your concerns seriously and we’ll make every reasonable effort to resolve any difficulties. If you have any problems or complaints about your volunteering please take the following steps:

- Talk to your staff contact immediately
- Your staff contact will hold an informal meeting with you and make every reasonable attempt to find a satisfactory solution
- If informal approaches have been reasonably tried and failed to resolve the situation, or the complaint is about your staff contact, you should contact their Line Manager who will review the situation and suggest actions to resolve the situation.

Our Volunteer Fair Treatment Policy is available from your staff contact or the Volunteering Team.

AUDIT AND WHISTLE BLOWING
Cancer Research UK is accountable to the Charity Commission and to the public who support us so generously. We have a responsibility to check and audit our activities to maintain our reputation as a trustworthy charity that manages donations honestly and efficiently. This includes gifts of goods for sale in our shops and money raised by local fundraising groups. If you would like to know more, your staff contact will be able to inform you how we do this in practice.

If you find that any member of staff or volunteer is behaving in a way that is likely to bring the charity into disrepute or cause financial loss, you should let your staff contact know immediately. If, for any reason, you would rather not talk to your staff contact, please call the confidential and independent Whistle Blowing Hotline free on 0800 374199.
SAFEGUARDING
We’re committed to safeguarding the well-being of all staff, volunteers and service users who are involved in or are affected by our work.

Volunteers are expected to behave appropriately and all reasonable steps should be taken to avoid unsupervised access to a child or vulnerable adult.

If you have any concerns regarding a child (i.e. anyone under the age of 18) or adult during the course of your volunteering, please report your concerns to your staff contact.

KEEPING IN TOUCH
Your staff contact will be in touch with you according to the requirements of your role. Additionally, to keep on top of Cancer Research UK’s breaking news and campaigns, you may want to like us on Facebook and follow us on Twitter.

POLITICAL NEUTRALITY
Cancer Research UK does not endorse or support any particular political party, and it’s really important that we remain politically neutral. Please be mindful of this when carrying out your volunteering role.

INFORMATION ON CANCER
AboutCancer, cruk.org/about-us, is our award-winning patient information website for anyone affected by cancer. It is written by experienced cancer nurses and is continually updated. We also have a team of specialist cancer information nurses who provide a free, confidential service for anyone affected by cancer.

They are available to call Monday-Friday 9am-5pm on 0808 800 4040
SUPPORT AND ADVICE
If you would like further information or advice on any aspect of your volunteering with us, please ask your staff contact or the Volunteering Team:

Volunteering Team
Angel Building
407 St John Street
London EC1V 4AD

T 0300 123 3701
(Volunteering Hotline)
E volunteering@cancer.org.uk
W cru.k.org/volunteering

FURTHER INFORMATION
Cancer Research UK recognises your contribution as a volunteer to the vital work of the charity. This is borne out in the policies and procedures the charity has developed, which cover both staff and volunteers in their work.

- Dignity at Work (Equal Opportunities) Policy
- Information and Data Protection Policy
- Monitoring at Work Policy
- Whistle Blowing Policy
- Safeguarding of Children and Vulnerable Adults Policy
- Smoke Free Working Policy
- Volunteer Fair Treatment Procedure
- Health and Safety Policy
- Anti Fraud Policy
- Internet, email, IT Tools and Social Media Policy

If you would like a copy of any of the above documents, please ask your staff contact or the Volunteering Team.
THANK YOU
AS A CANCER RESEARCH UK
VOLUNTEER YOU ARE
PLAYING AN ESSENTIAL PART
IN HELPING TO
BEAT CANCER SOONER.