

Volunteer Policy



A credit union is a financial co-operative, which is owned and controlled by its members. Credit unions provide an accessible, affordable, ethical and local alternative choice to mainstream financial services and money lenders. Volunteers are the backbone of any credit union and you can expect to be supported by the paid staff.

Volunteers' tasks and responsibilities at the Credit Union are varied and include:

- Cash desk / collection work
- Treasurer
- Bookkeeping
- General office duties
- Board member
- Money Laundering Officer
- Marketing / promotion
- Bad debt recovery

The policy document is to ensure that all volunteers are respected for the commitment they show towards the success and sustainability of Harlowsave.

1. The recruitment of volunteers will be closely linked to the Credit Union's Equal Opportunity Policy.
2. A volunteer will be expected to complete an application form and may be asked to supply references.
3. Volunteers will be expected to sign a Confidentiality Agreement and may be required to submit to a Criminal Records Bureau (CRB) check.
4. Any interview will be held in an informal manner and will be linked to the Equal Opportunities policy.
5. If references are required the volunteer will be informed of any outcome of references received.
6. If no volunteer position is available at the time of applying, the volunteer's details will be put on file and held at the Harlowsave office for twelve months and then destroyed.
7. Each volunteer will be allocated a staff supervisor, who will allocate tasks, check and sign timesheets and ensure that all is well.
8. Volunteers can expect an induction covering Health and Safety, security and confidentiality.
9. Every three months volunteers will be invited to attend a group meeting or a review. During this time any issues may be raised alongside suggestions for improvements within the Credit Union.

10. Travel and any other out of pocket expenses will be paid on a monthly basis and on the receipt of the appropriate claims forms. Payment will be made into the volunteer's Credit Union account.
11. On leaving volunteers are requested to resign in writing stating their reasons.
12. To assist with office management all volunteers are required to confirm their work times and days, one week in advance.