



The new name for the British Liver Trust
and Children's Liver Disease Foundation

Volunteer Handbook



Hello and welcome!

Thank you so much for volunteering for Liver UK, we are delighted to have you on board. Our volunteers are crucial in helping us to champion liver health messages and support those affected by all liver conditions.

I am delighted to welcome you to the extended 'liver family' and hope you will enjoy being part of a dynamic charity at a time of great interest and change for liver health.

Liver disease affecting children and adults needs to be higher up the public health agenda and your role is vital in this – helping to raise awareness and funds will ensure that we can support more patients and families, and improve prevention and early detection.

We simply could not do what we do without our community champions like you!

This handbook contains important and useful information about volunteering with us. Please read it carefully and keep it somewhere safe to refer to when needed. Do contact our team, or email volunteering@liveruk.org if you have any questions or need any materials to support your volunteering at any time.

I hope we will get the opportunity to meet at some stage, and thank you again so much for your support.

**Pamela J Healy OBE,
Chief Executive**



**With your continued
commitment, we
can turn progress
into lasting change.**



About us

Liver UK is here for children, young people and adults affected by all liver conditions, whatever age and stage they are at.



We need to get liver health messages out to a wider audience, to help improve prevention and early detection, and make sure people who need us know that we are here to help.

All of this work is supported by volunteers like you.

Our work includes:

- Providing up to date information through our website and publications
- Supporting families, children and young people affected by rare childhood liver disease
- Supporting patients and families through our nurse-led helpline, online support forums and support groups
- Raising awareness about liver health and how to care for your liver through our Love Your Liver roadshow and campaign
- Seeking to increase early diagnosis and improve care through campaigning for policy changes

Ways to get involved

Volunteers get involved with the charity for a variety of reasons. Some want to raise awareness so that other families don't have to go through losing a loved one to a liver condition, others want to develop new skills, and some really enjoy meeting new people. There are no 'typical' volunteers; but each person who volunteers for us does have one thing in common: they're absolutely vital to our work.



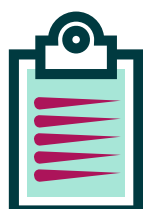
Support us at a **Love Your Liver Roadshow**, help us to set up and pack away, manage the flow of attendees, encourage members of the public to get involved and talk to people about liver health.



Raise awareness in your community by hosting an information stand in your local community, putting out leaflets, posters and collecting cans, giving a talk or hosting a fundraising event, you will be helping to champion liver health in your area.



Share your story – Patient and family stories are vital and help to raise awareness on our website and in the media. You can share your experiences to help others.



Review our publications – Our patient information fact sheets and publications are reviewed on a regular basis and it's essential that we get feedback from those who have experience of liver disease.



Provide office support – If you're local to our Head Office in Winchester, have good office skills and regular time to volunteer, do get in touch. You could help with sending out materials to hospitals and fundraisers, collating evaluation forms and entering data on the database.

How we'll support you

Induction

Your supervisor will welcome you and get you started.

They will:

- Give you an introduction to the charity's work, structure and staff roles.
- Talk you through the tasks that you will be undertaking - do ask any questions and highlight any areas you may need further training and support in.
- Provide instructions on health and safety measures.
- If office based, you will receive a tour of the building, and other office-based induction.
- If you'll be volunteering with us over a period of time, we recommend a settling in period, which gives us both a chance to assess how things are working out.

Ongoing support

We will keep in touch with you regularly to find out how you feel your volunteering is going.

Please contact your supervisor if you have any questions, concerns or need any support with your volunteering, as they will be your main point of contact.

Your supervisor will arrange either a face to face or telephone meeting with you regularly to discuss how things are going.

Training

We want you to be confident in your volunteering so we'll provide you with the training and support you need. The sort of development opportunities you'll have depends on what you are undertaking.



How we do things

Dress Code

Please dress appropriately for the activities you are undertaking. If you are helping at a public event, you may wear a Liver UK t-shirt and your volunteer ID badge (if issued). If you are volunteering in an office, please wear appropriate smart/casual office wear.

Time Keeping

Please arrive in good time for your volunteering and if you are delayed or cannot attend for any reason, please let us know as soon as possible.

Smoking

We operate a smoke-free workplace. Smoking (including the use of e-cigarettes and vapes) is strictly prohibited throughout all Liver UK premises, including any Liver UK vehicles.

Computer Use - email/internet/telephones

All data must be held securely. If your volunteering involves use of charity computers, please ensure that when leaving your computer for any period, you lock your terminal or log off. Please do not attach any device to our IT equipment without authorisation from the Office Manager, and please do not open attachments or click on links unless you know you can trust the source.

Please do not share your password, or write it down where anyone could find it. Please do not use any charity computers for personal use.

All email correspondence should be dealt with in a professional and diligent manner, as any other correspondence; if you have access to a charity email account, please use professional and appropriate language in emails. Please do not use the charity email account to send personal emails and please do not make personal calls on any charity business phone.



Social media

Social media is a great way for the charity to engage with supporters, patients and families. If your volunteering role includes access to our social media accounts, you will receive induction and training on how to post and the style we use. Please do not access any personal social media accounts of our computers.

Alcohol and drugs

Any volunteer who is affected by alcohol, drugs or any other substances that have intoxicating effects may be requested not to volunteer. A volunteer will be regarded as 'under the influence' of a substance if their behaviour, speech, ability to concentrate or otherwise perform their activities is in any way affected.

Please do not volunteer under the influence of alcohol; alcohol remains in the bloodstream for up to 24 hours and consumption of a significant amount in the evening may leave you unfit when volunteering, or during any break.

Medicines and Prescription Drugs

If you are taking prescription drugs or any other medicine that may affect your ability to carry out your tasks, you must let your supervisor know, so that steps can be taken to ensure that the tasks can be done safely. Please do check when beginning any course of medication whether it may adversely affect your performance.

Driving

Where you need to drive to perform volunteering activities you need to make sure you are covered by your insurance. It is illegal to use your mobile phone whilst driving. This includes texting.

Expenses

Reasonable expenses incurred in the course of your volunteering may be claimed back from the charity such as a coffee, lunch or petrol for travelling. Please check with your supervisor before incurring any costs and they will explain it and show you how to claim. Expenses should be claimed at the end of the month they are incurred in - please include any receipts in support of your claim form.

Our policies



As a volunteer, you need to be aware of, understand and comply with our policies. This is to ensure that volunteers, staff and service users are kept safe and treated in accordance with the law and our charity's ethos. We have summarised the main points below.

Make sure have read and understood our policies, and the Confidentiality Agreement that follows.

If there are any parts that you don't understand or you require further details or hard copies of specific policies, please speak to your supervisor. We will also cover the main points of the most important policies in your induction.

Health and Safety

The health and safety of all our staff and volunteers is of paramount importance to us. We carry out risk assessments on our own activities and external events.

Health and safety will form part of your induction and if you are office based, there is information on health and safety displayed throughout our premises.

We are committed to making sure you are safe while volunteering. In return we expect you to help us maintain a safe environment by complying with our health and safety rules and procedures.

Equality and Diversity

Liver UK is an inclusive charity and we welcome anybody to join the organisation regardless of sex, race, age, disability, gender identity, sexual orientation, marital status, pregnancy or maternity, religion, nationality or belief.

We are committed to providing equal opportunities and ensuring volunteers are safe from discrimination. This is an important commitment which all volunteers and staff are expected to share.

Safeguarding

We are committed to safeguarding for all adults at risk who engage with the organisation. All staff and volunteers have a duty to report any concerns about actual or suspected abuse to a designated Liver UK safeguarding contact. We have a clearly defined Safeguarding Policy which volunteers should refer to if they experience or suspect any safeguarding issues in the course of their duties.

Data Protection

The charity complies with the EU General Data Protection Regulation (GDPR), which protects people's personal information. Our privacy policy can be viewed on our website. Your details will be stored confidentially and you can view the information we hold on you at any time. If your role requires access to personal information, you will be asked to understand and comply with our privacy policy. Please visit our website to see our Data Protection Policy and how we store and use our data.

Environmental Impact

As we go about our daily tasks, we accept that staff and volunteers will have an influence on the environment. We will commit to adopting practices that will help to have a positive and reduce negative influences caused by our working practices. We will maintain a policy of 'minimum waste', so all staff and volunteers are requested to take extra care when carrying out normal duties to avoid unnecessary use of services, materials, lights, heating, water etc.

Who should I go to if I have a problem in my role?

We hope you have an enjoyable experience volunteering for us but if you have any problems, please do speak with your supervisor so that a solution can be found. We will not tolerate bullying or harassment, so if you experience such behaviour please do speak to your supervisor.

If for any reason you do not feel that you can talk to your supervisor in the first instance, or you feel that the issue is not being resolved, please talk to the Director of Finance and Operations, who is part of the Senior Management Team.

All volunteers and staff are expected to always treat each other with respect, consideration and appreciation.

Confidentiality Agreement

I recognise that as a result of my volunteering role with Liver UK, I may have access to personal and business confidential information.

Personal data may relate to trustees or staff past, present or potential; donors; patient enquirers or any other individual or business contact.

Business confidential information may relate to passwords; information contained in emails or password controlled documents; activities, past, present or potential of Liver UK.

As part of my volunteering role and according to the expectations of me under the volunteering agreement, I acknowledge the following:

I will not, either during my time as a volunteer or after it has ended, for any reason disclose to any person or use for any purpose whatsoever or copy any confidential information relating to the business affairs or trade secrets of the charity.

For example, this may include information about the charity's donors, beneficiaries or clients, employees, suppliers and prices or any other matter or information on the database about the charity's business or the business of donors, beneficiaries or clients which is not freely available to the public.

I confirm that, other than in the proper pursuit of my volunteering role, I will hold such information confidential during and after my volunteer time.

THANK YOU

Your support means the world to us!

Keep up to date to hear more about our work

We encourage all supporters to sign up to our regular e-newsletter to keep up to date with our latest news. Sign up easily at our website if you are not already subscribed.



Follow us on social media

 facebook.com/LiverUKcharity

 [@liveruk_charity](https://www.instagram.com/liveruk_charity)

 [@liveruk_charity](https://twitter.com/liveruk_charity)

 [@liveruk](https://www.tiktok.com/@liveruk)

 [@liver-uk](https://www.linkedin.com/company/liver-uk)

 [@liveruk.bsky.social](https://bsky.app/profile/liveruk.bsky.social)

 [@liveruk_charity](https://twitter.com/liveruk_charity)

 [YouTube @liveruk_charity](https://www.youtube.com/liveruk_charity)

Contact

Email: volunteering@liveruk.org

Phone: 0300 1311 292



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www.liveruk.org