

Volunteering in North Yorkshire Directory Service Level Agreement

Our agreement with you; your agreement with us

The Volunteering in North Yorkshire Directory (the Directory) is a platform for organisations across North Yorkshire to advertise volunteer opportunities and for individuals to find volunteer roles.

Our agreement with you is that we will:

- Provide a platform through the Directory to make it easy for volunteer involving organisations (VIOs) to advertise volunteer opportunities, as well as making it accessible for potential volunteers to find roles of interest.
- Enable trusted VIOs to connect with potential volunteers through the Directory.
- Provide support, advice and expertise to VIOs.
- Provide information, signposting and guidance to individuals wanting to volunteer.

Volunteering Directory Users

- VIOs who work within the border of North Yorkshire, excluding York
- Individuals looking for opportunities with organisations within North Yorkshire

Responsibility of Community First Yorkshire

The Directory supports Community First Yorkshire's aim to provide practical and strategic support to enable a vibrant voluntary and community sector across North Yorkshire. We have been commissioned by North Yorkshire County Council and NHS North Yorkshire to provide a Community Support service. For more information about Community First Yorkshire please visit our website www.communityfirstyorkshire.org.uk.

Our responsibility in regards to the Directory is to:

- Ensure that the Directory is managed and maintained effectively and remains a safe space for all users. You can read our **Safe Space Policy** below.
- Share information about current legislation and national best practice.
- Be available to answer enquiries and deal with any issues arising via info@communityfirstyorkshire.org.uk and 01904 704177.
- Carry out spot checks on VIOs policies and procedures.
- Support VIOs with updating and/or writing the relevant policies, procedures and practices needed.
- Do what we can to ensure that all users adhere to the relevant policies and procedures.

Service Availability

The volunteering opportunities on the Directory can be viewed freely at www.communityfirstyorkshire.org.uk.

To add volunteering opportunities, **VIOs** must first register a profile on the Directory. The VIO will then be able to add volunteering opportunities to the Directory. It will take up to five working days for a volunteering opportunity to be validated by Community First Yorkshire. The menu will also allow organisations to see messages from potential volunteers registering interest in their volunteering opportunities.

To enquire about a volunteering opportunity, **volunteers** must first register a profile on the Directory. The volunteer will then have access to their profile allowing them to contact volunteer involving organisations about advertised volunteering opportunities and to access other features.

Requirements of registered users of the Directory

By using the Directory users agree to the **Terms and Conditions, Privacy Policy, Service Level Agreement** and **Safe Space Policy**.

Complaints

If you have any complaint about the Directory please contact us at volunteersupport@communityfirstyorkshire.com or 01904 704177.

Community First Yorkshire will take seriously and investigate any complaints received.

Safe Space Policy

Volunteering in North Yorkshire Directory (the Directory) is a safe space for volunteers to be matched with opportunities in North Yorkshire. The Directory is an online platform where volunteer organisations can share opportunities to support their activity and where volunteers can find volunteering opportunities to support the work of volunteer organisations across North Yorkshire.

Community First Yorkshire wants to ensure that all registered users (Volunteers and Volunteer Organisations) are able to use the Directory without fear of harassment, intimidation or abuse particular because of their ethnicity, race, disability, gender or sexuality.

Content added on the Voluntary Directory

Any views or opinions expressed by a registered user on content, advertisement or other are that of the individual submitting the material, not those of Community First Yorkshire and no responsibility for such content is taken. Community First Yorkshire do reserve the right to remove posts and members if content or behaviour breaches our **Safe Space Policy**.

If you find any content on the Directory that is offensive, obscene, defamatory, harmful, inaccurate, unlawful, illegal or deceptive in any way, please contact us via our email address volunteeringssupport@communityfirstyorkshire.org.uk.

Reviewed on 21.01.19