

Volunteer Caseworker Terms and Conditions

1. Voluntary Position

The position of Volunteer Caseworker at Here for Good ('the Charity') is a voluntary position.

This means that, should you accept the role, you agree to performing all duties on a voluntary basis and will not receive remuneration or payment for your work; other than reasonable reimbursement of expenses (Section 6).

Neither the Charity nor you (as the Volunteer Caseworker) intend any employment or contractual relationship to be created.

2. Expectations

The Charity has the following expectations of all its Voluntary Caseworkers:

- Support Here for Good's charitable aims and objectives;
- Comply with UK law at all times;
- Only undertake duties they are authorised to perform, under UK law, and within the framework of these Terms and Conditions;
- Behave appropriately and courteously to all staff, clients and the public in the course of their role;
- Use any sensitive information and data given to them, or that they come across in their role, safely and appropriately, with due regard for relevant UK data protection law;
- Let Elisabeth Attwood or Carla Mirallas know as soon as possible if they wish to change the nature of their contribution to the Charity (e.g. number of cases, hours, role, etc.); and
- Be open and honest in their dealings with the Charity, and let Elisabeth Attwood or Carla Mirallas know if the Charity could improve its volunteer programme and the support it provides to volunteers.

Volunteer Caseworkers may expect from the Charity:

- A written Case Briefing for each new client they choose to take on as a Voluntary Caseworker;
- Coordination and administration support;
- Respect for their privacy, including keeping their private information confidential;
- Reimbursement for their reasonable expenses so that they are not out-of-pocket as a result of volunteering for the Charity (Section 6); and
- Public Liability Insurance and Professional Indemnity Insurance to cover the duties they are authorised to perform (Section 7).

3. Role Description

In your position as Volunteer Caseworker, you will be assisting clients in addressing their legal concerns through the provision of high-quality pro bono immigration services.

It is the Charity's responsibility to identify clients, which the Charity will do in accordance with its own policies and procedures. These clients are likely to:

- Be vulnerable (e.g. homeless, victim of domestic violence, in financial hardship, have complex needs etc.);
- Have an EEA or related immigration concern; and
- Be resident in the UK.

Given all Volunteer Caseworkers will be qualified solicitors licensed to practice immigration law and/or OISC registered, they will have autonomy and flexibility in how they manage their cases. In doing so, they also take reasonable responsibility for the advice they provide.

Volunteer Caseworkers must act in the best interests of the client that they are assisting at all times.

The Charity's clients may reasonably expect a similar quality of service from any given Volunteer Caseworker as would be afforded to them had they the means to pay for such services.

While Volunteer Caseworkers may manage their time for any given case as they see fit, they should do so with regards to the best interests of the client and the Charity.

Volunteer Caseworkers have the right to withdraw from a case, although should bear due consideration to the welfare of the client concerned and impact on the Charity.

4. Health and Safety

When applicable, Volunteer Caseworkers should meet their clients in safe and appropriate public places. They should further adhere to the relevant Health and Safety policies of wherever they are based at such times.

5. Reporting

Volunteer Caseworkers should aim to keep a full record of their communications and meetings with the client that they are assisting (e.g. email correspondence, telephone notes, attendance notes). Where they feel appropriate, at the conclusion of the case, or upon request, they should update the Charity about their progress with the case.

If Volunteer Caseworkers have any queries, or encounter any issues, in the course of assisting their client, they should contact: Elisabeth Attwood via email at: e.attwood@bindmans.com or Carla Mirallas via email at c.mirallas@bindmans.com or telephone at: 020 7014 2107.

6. Expenses and Benefits

The Charity will provide Volunteer Caseworkers with reimbursement for any reasonable out-of-pocket expenses that they incur when performing authorised tasks associated with your role.

The Charity does this to ensure that its Volunteer Caseworkers are not financially disadvantaged as a result of their volunteer position with us. These payments are not remuneration or wages. They will need prior approval and will require the Volunteer Caseworker to provide receipts for their expenses.

We may sometimes provide Volunteer Caseworkers with other benefits as part of their volunteering role, such as free food or beverages. Where this occurs, it is on a gratuitous basis at the sole discretion of the Charity and is not payment in lieu of salary.

7. Insurance

As required, the Charity will ensure that appropriate insurance cover is provided for Volunteer Caseworkers acting in the course of their work. This includes Public Liability Insurance, Professional Indemnity Insurance and Employers' Liability Insurance.

8. Signed Terms and Conditions

The Charity's Volunteer Caseworker Terms and Conditions are designed to be flexible based on the needs of both parties, and to ensure the Charity's objectives may be met in the most effective and efficient way possible. They are accepted into in good faith.

Signed terms and conditions:

Name: Isabella Mosselmans (Co-Founder and Joint-CEO of Here for Good, on behalf of the charity)

Date:

Signed: *Isabella Mosselmans*

- and -

Name:

Date:

Signed: