



## **Reach Terms and Conditions for TrusteeWorks Matching service**

**Successful trustee recruitment depends on close collaboration between organisations, Reach and volunteers. Clear and prompt communication between all three parties is crucial.**

**Please read the following terms and conditions carefully. They are designed to create a productive working relationship.**

### **Reach will:**

- Process your registration within 5 working days of arrival
- Provide you with guidance on developing your volunteering role to increase your chances of finding the right volunteer.
- Promote your role through our searchable web-based database and our register of skilled volunteers.
- Filter out self-selecting volunteers who do not meet the agreed criteria.
- Search our register for suitable volunteers meeting your agreed criteria.
- Send details of your role and organisation to volunteers who meet your agreed criteria.
- Send you the details of appropriately skilled volunteers who express an interest in your volunteering role.
- Where we do not find a suitable volunteer immediately, we will keep your role active for a maximum of 12 months from the date of registration, promoting it to suitable new volunteers as they join our register. If the role remains unfilled after 6 months from the date of registration we will offer you a review.
- Provide you with access to resources and guidance on recruiting and retaining trustees and other governance issues

### **Reach does not:**

- Take up references nor carry out any background or police checks on any of our volunteers
- Confirm the accuracy of any of the information provided by our volunteers during the registration process.
- Commit to sending you a specified number of volunteers.

### **You will:**

- Contact all interested volunteers within **10** working days of referral (in the event of not receiving a response from the volunteer, you will either re-contact the volunteer or contact Reach).
- Provide timely, accurate and courteous feedback to volunteers with whom you have had contact but whom you do not wish to accept.
- Take up references and carry out security checks where appropriate
- Undertake to provide appropriate levels of management and support to Reach volunteers.
- Pay travel and other reasonable expenses to Reach volunteers.



- Provide a named contact person for Reach.
- Provide a named manager for the Reach volunteer.
- Keep Reach informed about changes to contact details.
- Keep Reach informed about changes in your requirements particularly if you no longer require us to search for suitable volunteers.
- Inform Reach about the outcome of our referrals.
- Provide feedback on Reach volunteers and Reach service when requested.
- Submit a new registration form for each new volunteer role advertised through Reach.

**Payment details:**

- Invoice: £75 + VAT issued on registration of role
- Invoices are payable within 30 days of issue.