

Reach Terms and Conditions for TrusteeWorks Managed 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.

We will:

- Promote your role through our searchable on-line database and our register of skilled volunteers.
- Provide you with advice on developing your volunteering role to increase your chances of finding the right volunteer
- Search our register for suitable people meeting your criteria
- Send details of your role and organisation to volunteers who meet your criteria
- Filter out all interested candidates who are not suitable for your role
- Send you the details of volunteers who express an interest in your volunteering role
- Where we do not find a suitable volunteer immediately, we will keep your role live on our database for a maximum of 12 months, actively promoting it to suitable new volunteers as they join our register. If the role remains unfilled at 6 months we will offer you a review
- Provide you with access to advice and guidance on recruiting and retaining trustees and other governance issues

We can not:

- Guarantee the legitimacy of any of the information provided by our volunteers
- Carry out references or police checks on any of our volunteers
- Guarantee the number of potential candidates we send you. We would rather send you no one than a list of unsuitable candidates

You will:

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- Contact all interested volunteers within **10** working days of referral (in the event of not receiving a response from the volunteer, 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
- Undertake to provide appropriate levels of management and support to volunteers
- Pay travel and other reasonable expenses to 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 the volunteers and Reach service when requested
- Submit a new registration for each new volunteer role
- Pay invoices within 30 days of issue