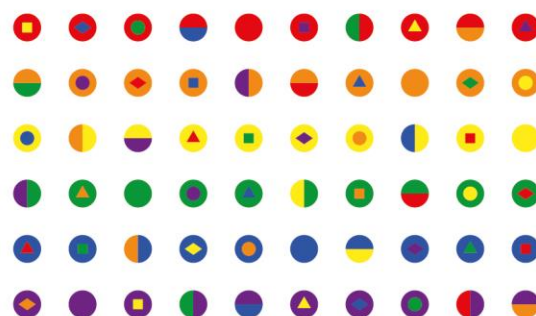


Homeworking for volunteers: Policy & Protocol



Author	Kate Deamon	Document Version	1
Owner	akt	Date Created	11/11/2020
Approved by	Carrie Reiners	Date to be reviewed by	November 2021

Overview

1.1 This is an interim policy for use whilst the coronavirus government guidelines state that people should work from unless they are unable to. We will review this policy as the guidance changes.

1.2 Due to the continued need for homeworking during the coronavirus pandemic akt has identified a need for some volunteer opportunities to be offered and carried out remotely. Where these roles require use of computer equipment and access to akt data, volunteers must adhere to the guidance set out below.

1.3 Volunteers who work from home are subject to the same rules, procedures and expected standard of conduct and performance as all other volunteers. Duties, expectations and responsibilities as set out in the volunteer code of conduct that you signed remain in place, as do our general workplace policies that apply to volunteers (information management and confidentiality policy, safeguarding and child protection policy).

1.4 We will keep in regular contact with you during your homeworking via phone, email or Zoom. This depends on how you would like to stay in touch.

1.5 If you at any point feel isolated, or lacking guidance or support you should discuss this with your named akt contact/supervisor.

Property & Equipment

2.1 Where volunteers do not already have access to an akt laptop, or where volunteers will only be volunteering for a small amount of hours per week, volunteers will be encouraged to use their own devices to carry out their volunteering (e.g. laptop, phone etc.)

2.2 Any personal equipment that we agree to you using remains your responsibility, so you would need to cover the cost of things like repairs, internet access etc.



2.3 Where possible you should be the only person with access to the device you use for your volunteering.

2.4 Where an IT problem prevents you from working effectively from home, you should let your akt contact know straightaway.

Security, confidentiality and data protection

3.1 You should familiarise yourself with our confidentiality and information management policy.

3.2 You will be trained in how to use any programmes or databases for your role where applicable e.g. Office 365 including Outlook, ThankQ and In-form. These programmes should only be accessed via a laptop or computer. Phones should be used only for calls.

3.3 If using email, you will be provided with an akt email address accessible through Outlook in Office 365. You will be provided with the password. Please change this to a strong password and keep it secure. This email account is for akt business only and must be accessed only on a laptop. Do not add the Outlook app to your phone. Be aware of fraudulent emails and phishing attacks – do not click on links from unknown senders or follow unknown URLs.

3.4 Office 365 must be accessed through the cloud. Do not sync any documents or folders to your laptop or download copies of documents. Do not move documents or data onto another device, especially using an unencrypted device. Delete your downloads at the end of each volunteer session.

3.4 Our Services CRM includes sensitive data on our service users. If your role requires access to the Services CRM you will be provided with a login. Keep these details secure. Extra training on the database and how to handle sensitive data will be given. We will let you know which areas of the CRM you should be accessing. The records you access in the CRM and your history can be viewed by others.

3.5 You must report any actual or potential breach of security, confidentiality or data protection to your supervisor immediately.

Security and data protection protocols for homeworking volunteers

- If you share your homeworking space with someone take extra care to ensure that sensitive data is secure e.g. lock/log off your computer when away from it, use a separate room or workspace if possible, position computer screens away from windows
- Consider confidentiality when holding conversations on the phone
- Log out of Office 365 or any other system you've been using at the end of each volunteering session
- Hard copy data should be used sparingly, any paper notes should be stored securely when not being used or disposed of securely e.g. shredded
- Only record the personal information you need within the remit of your role
- If you need to use a USB, akt can provide an encrypted USB stick
- Keep your laptop password, Office 365 password and any other login information secure at all times
- Make sure any virus software on your laptop is up-to-date and activated
- Never open emails from unknown senders or click on an unknown/suspicious URL
- Do not share your own personal details e.g. address, non-work phone number



- Never use a public Wi-Fi network to complete your volunteering especially to access sensitive data e.g. via a CRM system
- Be aware that there are people who may try and trick you to give out personal information; to prevent these disclosures you should carry out identity checks before giving out personal information to someone making an incoming call and perform similar checks when making outgoing calls. Limit the amount of personal information given out over the telephone and follow up with written confirmation if necessary.
- Be aware that people have a right to have a copy of the personal information akt holds about them. If someone wants to see their information pass this request onto your supervisor– do not deal with it yourself.

Ending the homeworking

4.1 Dependent on the nature of your role we may look to re-introduce office-based working for volunteers as coronavirus restrictions are eased. We will discuss this with you when the government advice and guidance on homeworking changes and the akt offices are set to re-open to all staff and volunteers.

4.2 If homeworking has become unsuitable because of your conduct or performance including any concerns around data protection, we may terminate the homeworking arrangement immediately.

Homeworking for volunteers policy & protocol

I have read and understood the above code of conduct and as a volunteer I agree to abide by it.

Name:

Volunteer Role:

Signature:

Date:
