



Terms of Reference - WAGGGS Volunteer Resource Pool & Network

Our shared purpose and goal:

WAGGGS is a volunteer led and run organisation, and we recognise the crucial contribution they make to the achievement of our vision, mission, and goals. The WAGGGS Volunteer Resource Pool aims to enhance WAGGGS' capacity to work toward our mission and vision. The Pool is composed of diverse people that are interested in volunteering for WAGGGS. Members of the pool come from all over the world and are usually members of WAGGGS Member Organisations (not necessarily), can be of any gender, cultural background, origin, sexual orientation, religion, or belief. The pool is organised in the form of the WAGGGS Volunteer Network, a hub for sharing volunteering opportunities and for building an international friendship online as part of the digital home of WAGGGS, Campfire.

Purpose of the Volunteer Resource Pool and Network

To properly manage our volunteering opportunities and provide a consistent, high quality, experience to all our volunteers, we ask that you become a part of the Volunteer Resource Pool¹ and join the 'WAGGGS Volunteer Network'.

The Volunteers Network is:

1. A network to facilitate sharing of good practice and ideas
2. A learning community, and a source of personal learning and development opportunities for WAGGGS volunteers
3. A platform where volunteering opportunities - varying in scope, topic, and duration - are advertised. Some will require specific expertise; others are open to all.

Volunteering opportunities may include (but are not limited to):

- Providing an advisory service to an association to support them with a specific priority
- Joining a team to facilitate an upcoming WAGGGS, national or regional workshop or other WAGGGS international experience.
- Contributing to a new girl programme resource or capacity building tool.
- Translating and interpreting/or adapting WAGGGS' work for different contexts.
- Supporting a national, regional, or cross-regional project.
- Mentoring and supporting other volunteers.
- Graphic designing documents and/or video editing.

The purpose of all roles is to contribute to delivering WAGGGS strategic and operational plans, as voted at World Conference, strategically led by the World board, overseen by WAGGGS CEO, and inspired by our mission and vision. Accepting membership of the pool does not create an expectation of you to accept any role proposed to you - all roles are proposed and matched on a voluntary basis, and you can stop volunteering at any time. We endeavour to provide all volunteers with their Right to Information before joining the Pool.

¹ The pool is the group of people interested in volunteering for WAGGGS and ready to engage in volunteering activities, they are organised in a network on Campfire.

Our membership

Includes:

members of WAGGGS Member Organisation	Requires the recommendation of the Member Organisation (MO) or Component Association (CA) and they are not delegates of their MO/CA when volunteering for WAGGGS.
Non-WAGGGS members	Joining as external experts, must be recommended by a member of the Global Team and may not represent any MO/CA.
Past members of WAGGGS members e.g., individuals who are no longer members of a MO/CA.	Joining as external experts with the secondment of a Global Team member. WAGGGS will inform their former MO/CA and ask if there is a valid reason for refusing membership (a valid reason could be verified as serious misconduct or disciplinary problems).

The membership is for a six-year period, starting from the date a volunteer signs their recommendation form. It can be renewed upon agreement by all parties. Members of the network **do not** represent their Member Organisation in their activities on the network nor during any volunteering opportunity and external events.

Membership of a specific project team or the Volunteer Resource Pool can be cancelled at any time, upon written notification from either the volunteer, the MO/CA or WAGGGS.

Our collective and individual responsibilities

Members of the network are expected to:

1. Act as positive ambassadors for the Girl Guide and Girl Scout Movement
2. Understand and agree to always abide by WAGGGS' policies and procedures
3. Learn About the Girl Guide and Girl Scout Leadership Model and consciously practice it
4. Role model the [WAGGGS values](#), by being member-driven, brave, empowering, inclusive, transparent and professional, in our behaviours and the way we work together to achieve our shared goals – contributing towards the overarching WAGGGS vision and to deliver our mission

How we will work together

Remote working: Members will be required to engage with the network and projects remotely via the Campfire platform and will need to have access to the Internet. Members must keep their Campfire profiles up to date. Wherever possible, members should use the Campfire platforms to communicate with other members. A small number of opportunities may need members to travel for a face-to-face meeting or event.

Applying for volunteering opportunities in the pool: All opportunities will be advertised on, and can be applied for only through, Campfire. Members should read the criteria and application instructions before applying. Decisions on successful applicants sit with the recruiting staff/volunteers. Many pool members will be working on at least one opportunity, but members can also just be part of the pool's network and learning until an opportunity comes up. If members already involved in an opportunity want to apply for a new opportunity, they must talk to their current staff/volunteer lead.

Personal development: All members are expected to be keen to develop, learn and reflect using the support and resources available in the Volunteer Network. Members are expected to also apply learning to the benefit of their MO/CA.

Communication: Members are expected to read, and where required respond to, communications sent out from their MO/CA or WAGGGS' relating to their pool involvement. Members are expected to keep their MO/CA updated on any volunteering opportunities undertaken through the pool. Where an opportunity entails international travel, WAGGGS will also inform the MO/CA directly. Members are expected to keep project teams updated on progress against actions/tasks agreed and to flag issues early on. Members are encouraged to network and share on Campfire.

Compliance: Members are expected to read and understand key WAGGGS policies during induction. They will be provided with updates when a policy is updated, or a new policy is launched. Members should respect **confidentiality** and **protect personal data** – including images. Members are expected to raise any concerns following the processes mentioned in WAGGGS policies, including (but not limited to): safeguarding concerns; any breach of code of conduct; cases of bullying and harassment, bribery, or discrimination in any form.

Engagement: Members are expected to engage in opportunities they have applied for with their time, enthusiasm, and creativity. Members should be open minded and willing to try new things. Wherever possible, members should aim to deliver actions/tasks on time to help projects deliver on time. Personal circumstances can change, and everyone is volunteering their time - members must flag any issues affecting their ability to engage as early as possible.

Teamwork: Members are expected to work inclusively and flexibly in a highly diverse network. Members are expected to consciously practice WAGGGS' six Leadership Mindsets when working in teams. Teamwork should reflect WAGGGS' Values and Behaviours – and be based on mutual respect, inclusivity and working collaboratively towards shared goals.

Ownership of resources: All materials created through the activities of this pool are the property of the World Association of Girl Guides and Girl Scouts unless otherwise agreed.

Leaving a project or the pool: When a member leaves a project/pool, either earlier than expected or at the end of a project/pool membership period, they are expected to share hand over notes and all relevant resources with their line manager. We also encourage all volunteers to take part in an exit interview to help WAGGGS improve the volunteer experience.

Support and resources available

- A variety of learning and development opportunities - including webinars, online courses and virtual networking - will be made available through Campfire, and members are encouraged to take advantage of these.
- A progression system is in place for facilitators, to accredit them in WAGGGS' facilitation approach and leadership offer. Receiving WAGGGS accreditation has no connection to MO/CA trainer qualifications, however we would encourage MOs/CAs to consider it as experience.
- With prior agreement from a budget holder (usually staff lead), members can claim expenses.

Induction requirements of the Volunteer Network

- All volunteers must sign this Terms of Reference document.

- All members must complete the three induction courses on Campfire (The WAGGGS Volunteer Network, GDPR and Image Consent and Behaviours of WAGGGS Volunteers).
- All members must complete safeguarding training (when available).
- All volunteers are recommended to attend the Welcome Webinar, a live training session hosted in Campfire that is offered in all official languages several times a year.
- All members must complete the declarations (data protection, image consent, safeguarding, confidentiality) confirming they have understood their responsibilities when they join the Network. These declarations are stored on Campfire as part of the Behaviours of WAGGGS Volunteers course.

Commitment agreement

Please read the following commitment agreement. By signing this document, you agree to the Terms of Reference and show that you understand the commitment being asked of you.

- I am committed to actively taking part in the volunteer resource pool – networking, sharing, and developing my own leadership skills.
- When I take part in pool opportunities, I am committed to giving my time to help achieve the opportunities goals.
- I will communicate and engage as needed to complete agreed actions, whilst volunteering in an inclusive and collaborative way.
- I agree to understand and abide by WAGGGS' policies and procedures; consciously practice WAGGGS' leadership mindsets; act as a positive ambassador for our Movement; and role model the values and behaviours expected.

Signed:

Print name:

Date:

Review

These Terms of Reference were last updated in April 2022 and will be reviewed in April 2023.