

# Terms of Reference - WAGGGS Volunteer Pool & Network

## Our shared purpose and goal

WAGGGS is a volunteer led and volunteer run organisation., We recognise the vital contribution volunteers make to achieving our vision, mission, and goals. The WAGGGS Volunteer Pool aims to enhance WAGGGS' capacity to work toward our mission and vision.

The Pool brings together diverse volunteers from around the world who are committed to contributing their skills and time for WAGGGS. Members are usually part of a WAGGGS Member Organisation and can be of any gender, cultural background, origin, sexual orientation, religion, or belief.

All Pool members belong to the WAGGGS Volunteer Network, a hub to share volunteering opportunities, learn and build international friendship online. The Network is hosted on Campfire, the digital home of WAGGGS.

## Purpose of the WAGGGS Volunteer Pool and Network

The purpose of the WAGGGS Volunteer Pool is to contribute to delivering WAGGGS' strategic and operational plans -approved by the World Conference, strategically led by the World Board, overseen by the WAGGGS CEO, and grounded in our mission and vision- by mobilising skilled, values-driven individuals who support the delivery of WAGGGS' global strategy, programmes, and capacity-building efforts.

To effectively manage our volunteering opportunities and provide a consistent, high-quality, experience to all our volunteers. As a member you are part of the WAGGGS Volunteer Pool<sup>1</sup> and connected to the WAGGGS Volunteer Network on Campfire.

The WAGGGS Volunteer 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, topics, and lengths) are advertised. Some require specific skills; others are open to everyone regardless of background.

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<sup>1</sup> 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.

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

- Providing an advisory service to a member Organisation (MO) or Component Association (CA) to support them with a specific priority.
- Joining a team to facilitate an upcoming WAGGGS, global, regional or national workshop or other WAGGGS international experience
- Contributing to a new girl programme resource, curriculum development, learning material, or capacity building tool.
- Translating, interpreting or adapting WAGGGS' resources for different contexts.
- Supporting a global, national, regional, or cross-regional programme, project, consultations, campaigns and/or leadership initiatives.
- Mentoring and supporting other volunteers.
- Media, Graphic design or video editing of documents and materials.

## WAGGGS Volunteer Pool and Network membership

Membership includes the following categories:

Members of WAGGGS Member Organisation	Requires the approval of the Member Organisation (MO) or Component Association (CA). These volunteers are not acting on behalf of their MO/CA when volunteering for WAGGGS.
Non-WAGGGS members (External Experts)	Must be recommended by a member of the Global Team and may not represent any MO/CA.
Past members of WAGGGS Member Organisations	Individuals who are no longer members of an MO/CA Join as external experts with the support of a Global Team member. WAGGGS will inform their former MO/CA and ask whether there is a valid reason for refusing membership (for example, pending investigations or disciplinary procedures related to this volunteer applicant within the MO/CA).

Joining the Pool does not create an expectation 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 will make sure to provide all volunteers with their Right to Information (as set out in WAGGGS' relevant policies) before joining the Pool.

Members of the WAGGGS Volunteer Pool **do not** represent their Member Organisation in their activities in the Volunteer Network or during any WAGGGS volunteering opportunity or external events.

Membership of a specific Volunteer project team or the Volunteer Pool and Network can be terminated at any time, upon written notification from the volunteer, the MO/CA, or WAGGGS. When it concerns WAGGGS, the process will be conducted in accordance with our established policies and procedures.

## Our collective and individual responsibilities

As a member of the WAGGGS Volunteer Pool and Network, I am expected to:

1. Act as a positive ambassador for the Girl Guide and Girl Scout Movement.
2. Learn about, and consciously practice, the Girl Guide and Girl Scout Leadership Model.
3. Role model the [WAGGGS values](#), by being member-driven, brave, empowering, inclusive, and transparent while delivering our Mission and Vision.
4. Demonstrate care and respect towards everyone I interact with, ensuring everyone feels safe and supported. Follow proper guidelines to ensure the well-being of those I work with, especially children and young people.
5. Understand and agree to always abide by WAGGGS' policies, procedures and Code of Conduct.

### Review

These Terms of Reference were last updated in April 2026 and will be reviewed in April 2027.

## How we will work together

**Applying for volunteering opportunities offered in the Network:** All opportunities will be advertised on, and applied for only through, Campfire. Volunteer Pool members should read the criteria and application instructions carefully before applying. Decisions on successful applicants rest with the recruiting staff or lead volunteers. Many Pool members will be working on at least one opportunity, but members can also simply be part of the Pool and Network and learning until an opportunity arises. Members already volunteering on a specific project or role who want to apply for **an additional** opportunity must discuss this with their current staff/volunteer lead first.

The MO/CA will be notified if the individual is selected for a major/long-term volunteering role and will have a period of 14 days to express any objections. The MO/CA retains the right to object at any time, even after the individual has commenced volunteering for WAGGGS.

**Duration of Appointment and Time Commitment:** The membership is for a six-year period, starting from the date the Member organisation signs their application form, and can be renewed upon agreement by all parties. Assignments may range from **a few hours to several weeks/months**, with clear expectations set in advance. Volunteers are expected to respond to assignment invitations within the requested timeframe.

**Remote working:** Volunteer Pool members will be required to engage in the Network and on volunteer 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 Campfire to communicate with other members. A small number of roles may require members to travel for a face-to-face meeting or event.

**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 also encouraged to apply their learning for 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 or where an individual is selected for a major/long-term volunteering role, WAGGGS will also inform the MO/CA directly. Members are expected to keep volunteer project teams updated on progress against agreed actions/tasks and to flag any issues early.

**Compliance:** Members are expected to read and understand key WAGGGS policies during induction and abide by them as WAGGGS Volunteers. They will be provided with updates when a policy is revised, or a new policy is launched. Members must respect **confidentiality** and **protect personal data**, including images. Members are expected to raise any concerns following the processes set out in WAGGGS policies, including (but not limited to) safeguarding concerns; breaches of code of conduct; and cases of bullying, harassment, bribery, or discrimination in any form. Volunteers may be removed from the Pool if they breach WAGGGS policies.

**Use of WAGGGS Email Addresses:** As part of your role, you may be given access to a WAGGGS email address. This address must be used solely for completing assigned tasks and fulfilling duties related to your volunteer position. You must handle this responsibility with care, adhere to WAGGGS' policies, maintain confidentiality, and refrain from sharing personal information without proper authorisation.

**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. Members

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should aim to deliver actions and tasks on time to help projects meet their goals. 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 collaboration 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 in writing.

**Leaving a volunteer project or the Pool:** When a member leaves a volunteer project or the Pool, whether earlier than expected or at the end of a project or the Pool membership period, they are expected to share handover notes and all relevant resources with their staff or volunteer lead. All volunteers are encouraged to take part in an exit interview to help WAGGGS improve the volunteer experience.

## Support and resources available

- An Induction to your role as WAGGGS Volunteer
- A variety of learning and development opportunities - including webinars, online courses, and virtual networking will be made available through Campfire. Members are encouraged to take advantage of these.
- A progression system is in place for facilitators, to accredit them in the WAGGGS' facilitation approach and leadership offer. Receiving WAGGGS' facilitator accreditation has no connection to MO/CA trainer qualifications, however we encourage MOs/CAs to recognise the experience and learning required to achieve accreditation.
- With prior agreement from a budget holder (usually the staff lead), members can claim expenses in line with WAGGGS policy.
- Volunteers may request additional support or training as needed.

## Induction requirements of the Volunteer Pool and Network

**All new members of the Volunteer Pool and Network must complete the following before undertaking any volunteering activity:**

- Sign this Terms of Reference document on Campfire.
- Complete the required induction on Campfire All volunteers are invited and encouraged to attend a Welcome Webinar; a live training session hosted in Campfire that is offered in all official languages several times a year.
- Complete the declarations (data protection, image consent, safeguarding, and confidentiality) confirming they have understood their responsibilities. These declarations are stored on Campfire as part of the Behaviours of WAGGGS' Volunteers course.

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## Commitment agreement

Please carefully read the following commitment agreement. By checking each statement below, you confirm your agreement to these Terms of Reference and your understanding of the commitment expected from you.

- I am committed to actively taking part in the WAGGGS Volunteer Network on Campfire, networking, sharing, learning, and developing my own skills.
- I am committed to actively engage and apply for Volunteer roles as they are advertised to the WAGGGS Volunteer pool when I have the relevant skills and availability.
- When I am accepted to volunteer for a WAGGGS role, I am committed to giving my time to help deliver the project or role's goals.
- I will communicate and engage as needed to complete agreed actions, whilst volunteering in an inclusive and collaborative way.
- I will prioritise the safety and welfare of all those I work with, especially children and young people, and ensure my actions comply with the WAGGGS safeguarding policy. I will immediately report any safeguarding concerns to my Lead Volunteer or a Staff member.
- 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 and uphold WAGGGS Code of Conduct and Volunteer terms of Reference.
- I will declare any actual or perceived conflicts of interest to my staff or volunteer lead at the earliest opportunity.
- I will maintain confidentiality and data protection standards.
- I will represent WAGGGS professionally and respectfully.
- I will follow communications and reporting requirements for each volunteer opportunity and engage actively and communicate openly with WAGGGS staff and fellow volunteers.

**Signature:**

**Print name (Full name as it appears on ID or passport):**

**Date:**

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