

Appendix 5:

Volunteer Agreement – Information & Template (Example):

The National Council of Voluntary Organisations (NCVO) suggests that a volunteer agreement is essentially there to help organisations and volunteers know what they can expect from each other.

There are multiple elements which the NCVO recommend including within any agreement.

The Organisation would often agree to:

- Provide an induction and any training needed for the role,
- Give regular support to the volunteer,
- Have a named person to support the volunteer,
- Treat volunteers in line with an equal opportunities policy,
- Pay back volunteer expenses – where applicable and agreed,
- Have insurance cover for volunteers,
- Follow all health and safety practices,

The Volunteer would expect to:

- Follow all relevant policies and procedures, such as health and safety, confidentiality, and data protection etc.
- Meet agreed expectations for the role, such as the amount of time the role should take etc.

It's important to make sure that volunteer agreements do not sound like employment contracts as treating volunteers like employees may make them eligible for full employment rights. As a result, it's suggested to use language such as "expectations" rather than "obligations".

It is also suggested to have a sentence which states that the agreement isn't a legal contract with the volunteer.

Internal Example:

The following is an example of a volunteer agreement currently in use by the Children's Centres – for more information or a copy of the example please contact the Early Years Team.

Volunteer Agreement

This Volunteer Agreement outlines the arrangement between the Children's Centre and the Volunteer. We wish to thank you for your commitment to volunteering with us and we will do the best we can to make your volunteering experience with us as enjoyable and rewarding as possible.

Your role as a volunteer is: _____

Role description:

Your location is: _____

Your start date is: _____

Part 1: The Organisation

The Children's Centres aim to offer the following:

- 1. Induction & Training:**
To provide thorough induction on the work of the Children's Centre, its staff, your volunteering role, and the training you may need to meet the responsibilities of your role.
- 2. Supervision, Support & Flexibility:**
To explain to you the standards we expect and to encourage and support you to achieve and maintain them. To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems you may have.
- 3. Personal Development:**
To do our best to help you develop further in your volunteering role with us.
- 4. Health & Safety:**
To provide adequate training and feedback in support of our health and safety policy, a copy of which is in the Volunteer Handbook.
- 5. Insurance:**
To provide adequate insurance cover for our volunteers whilst undertaking voluntary tasks approved and authorised by us.
- 6. Equal Opportunities:**
To ensure that all volunteers are dealt with in accordance with our Equal Opportunities policy, a copy of which is in the Volunteer Handbook.
- 7. Problem Solving:**
To try to resolve fairly any problems or difficulties you may have while you volunteer with us. In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteer Handbook.

Part 2: The Volunteer:

As a Volunteer we hope that you will:

- Help the Children's Centre to fulfil its services
- Perform your volunteering role to the best of your ability
- To follow the organisation's procedures and standards, including health & safety and equal opportunities in relation to its staff, volunteers, and clients,
- Maintain the confidential information of the organisation and of its clients and to uphold its policy on this,
- Meet time commitments and standards agreed to and give reasonable notice so other arrangements can be made,
- Always maintain appropriate dress, and speech in respects to your volunteering role, remembering you are a representative of the Children's Centre.
- Provide referees as agreed who may be contacted, and to agree to a DBS check being carried out if necessary.

Please Note:

This agreement is binding in honour only and is **NOT** intended to be a legally binding contract. It may also be cancelled at any time at the discretion of either party. Although this document is not intended to create an employment relationship initially, we would not discourage any volunteer from seeking a full employed position with Staffordshire County Council should they wish to in the future, but that would always be separate from any volunteering role.

Part 3: Children's Centre Policies & Procedures:

As a Volunteer you must adhere to the Children's Centres Policies & Procedures. Copies of all applicable policies can be found within the Volunteer Handbook.

Signed Declaration:

By signing below, you are agreeing that you have read the Children's Centre Policies & Procedures, that you understand and will adhere to them.

Volunteer Name: _____

Signed: _____

Date: _____

Early Years Coordinator to sign to confirm Policies & Procedures have been read and the Appendix 3: Early Years Safeguarding Policy Signature Sheet has been signed and returned to the Early Years Coordinator.

Early Years Co-ordinator signed: _____

Date: _____

Example 2

The organisation's main purpose is to [insert here the purpose or mission statement of the organisation]. The organisation encourages and welcomes volunteers. This agreement sets out the relationship between a volunteer and the organisation.

This agreement is binding in honour only. It is not intended by the parties to be a legally binding agreement nor is it intended to create an employment relationship between us.

Referees

We require you to provide two referees. We may also require you to be checked by [the Disclosure and Barring Service/Disclosure Scotland].

Your role as a volunteer

The tasks that you will be asked to undertake as a volunteer are: [insert here the tasks to be undertaken by the volunteer].

What you can expect from us

The organisation will provide you with [delete from or add to the list as appropriate]:

- An introduction to the organisation and your volunteering role within it.
- Training related to your responsibilities as a volunteer. We hope that you will take advantage of this to improve and maintain your skills.
- A [supervisor/volunteer coordinator/manager/named person] who will supervise your volunteering and with whom you can discuss your tasks.
- A review of your volunteering placement after [three/six] months. This will normally be carried out by your [supervisor/volunteer coordinator/manager/named person].
- Personal liability insurance to cover you while you are fulfilling authorised volunteer tasks.
- Injury insurance for injuries incurred while fulfilling your authorised volunteer tasks.
- Reimbursement of your expenses. (Optional) The organisation does not want you to be disadvantaged financially as a result of your volunteering. It will therefore provide you with:
 - Your travel expenses to and from the place of volunteering [at the cost of the cheapest method of travel].

Any additional expenses or any additional travel costs outside those normally incurred should be agreed in advance with your [supervisor/volunteer coordinator/manager/named person].

All expenses must be submitted, with receipts where possible, to [place or person to whom receipts should be sent] within [period].

What we expect from you

We will discuss with you the amount of time that you are willing to commit to volunteering, when you will be available each week, and how your availability will fit in with our needs. If, for any reason, you will not be attending as we have agreed, we would be grateful if you could let us know as soon as possible so that a substitute can be found or different arrangements can be made. If we have no work for you we will let you know as soon as possible.

[OR

We have agreed that you will be available at []. If, for any reason, you will not be attending we would be grateful if you could let us know as soon as possible so that a substitute can be found or different arrangements can be made. If we have no work for you we will let you know as soon as possible.]

Confidentiality

In the course of your volunteering you will come across confidential information about the organisation, its staff, its [clients/customers] and [third parties/patients]. You must respect this confidentiality and not disclose this information or use it for your own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of your breach of confidentiality) or where the law permits or requires disclosure.

Policies

You will abide by the organisation's health and safety and equal opportunities policies. These can be found [at [place]/in the documents that have been given to you].

Ideas and problems

You may have ideas for the better performance of your duties or of ways in which we can meet our objectives as an organisation. Please discuss these with your [supervisor/volunteer coordinator/manager/named person].

You may run into problems when performing your duties. You should discuss any complaint or problems with your [supervisor/volunteer coordinator/manager/named person].

Your [supervisor/volunteer coordinator/manager/named person] will discuss with you any issues that they may have with your volunteer duties.

If you would like to change the arrangements for your volunteering or move to a different kind of volunteering, that too should be raised with your [supervisor/volunteer coordinator/manager/named person].

Termination

Either you or the organisation can terminate this agreement with or without notice at any time.