

In-
clude

- Follow the organisation's procedures and standards, including adhering to our:

Health & Safety policy

Equal Opportunities policy

Confidentiality policy

- Meet time commitments and standards and give reasonable notice where time-off is required so other arrangements can be made.

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- Provide us with suitable referees and agree to CRB checks where applicable.

Finish by adding a statement which makes it clear that you do not intend to create an employment contract with the volunteer.

Volunteering England suggests the following example:

Contact us:

Poole Volunteer Centre

54 Lagland Street

Poole

Dorset

BH15 1QG

Tel: 01202 675100

Web: www.poolevolunteercentre.org.uk

Bournemouth Volunteer Centre

3-5 Palmerston Road

Boscombe

Bournemouth

BH1 4HN

Tel: 01202 466130

Web: www.bournemouthcvs.org.uk

Funded by GoldStar to share good practice



*Why volunteer agreements
are important and what
to include*

Volunteer agreements

What is a

What you expect from the

This leaflet was produced using information from Volunteering England's web-pages on Volunteer Agreements.

A Volunteer Agreement can be a useful tool to have in place. It aims to outline what you hope to expect from the volunteer, and what you in turn promise them.

Some organisations incorporate this type of information within their volunteer handbooks, but if you don't have one, a stand-alone document such as this is good to have in place.

Every organisation is likely to have different requirements of their volunteers so don't be tempted to copy another one verbatim, for inspiration and more advice, take a look on the Volunteering England, Good Practice Bank (see link at end of this section).

It is important to note though that agreements should not generally be signed, as this could then be seen to form part of an 'employment contract' which would give your volunteers the same rights and terms as paid staff.

The agreement however can also address this issue, by stating that no employment contract is intended, either now or in the future between yourselves and the volunteer.

See the following web links on good practice and the national minimum wage issues:

<http://www.volunteering.org.uk/Resources/goodpracticebank/Information/nationalminimumwageandvolunteers.htm>.

What should be included about the organisation?

A statement of what the agreement is about is the natural starting point, so include something along the lines of:

This agreement describes the arrangement between x (organisation) and you (the volunteer). We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your experience with us enjoyable and rewarding.

Next include a statement of what you can offer them whilst they are volunteering with you; include a one-liner under each of the following headings which will help to explain what is on offer and how frequently etc:

- Induction and training - what you can offer.
- Supervision, support and flexibility - outline whether volunteers get supervision sessions, or reviews, that you are committed to supporting them in their role, and realise that they may need time off/and how flexible you can be.

- Expenses - explain that you will always reimburse any out of pocket expenses and what this means - refer to where the full policy is.
- Health & Safety - outline you are committed to keeping your volunteers safe and where to find the full policy.
- Insurance - explain that they are covered by your insurance - refer to where full details are kept.
- Equal Opportunities - outline that you are committed to Equal Opportunities and where to find the full policy.
- Problems - a statement which outlines how you will deal with problems i.e. openly and fairly - refer to the full policy and where to find it.

All of the above are designed to offer re-assurance to the volunteer that you are going to look after them and ensure that they are happy in their role.

You can now outline 'What we hope to expect from you'.

This could include the following statements:

We expect you (the volunteer) to:

- Work to the best of your ability
- Help us (the organisation) fulfil our services.