

## Volunteer Agreement

We appreciate you coming to volunteer with us here, at the Volunteer Centre in Bexley, and want to ensure that your experience with us is a rewarding and positive one. This agreement sets out our commitment to you and what we ask from you in return. It is not intended to be legally binding and may be stopped at any time by either party. As a volunteer your time and commitment are greatly appreciated, but you will not be paid for the work that you do. You will also be provided with a volunteer role description and handbook to help you but if you have any questions, please do raise them with your Volunteer Supervisor.

BVSC is committed to:

- Giving you a positive experience.
- Providing you with an induction when you start your role to introduce you to how the organisation works, and your role in it.
- Providing a named person who will be your point of contact whilst volunteering.
- Providing support throughout your volunteer experience through regular meetings with your supervisor and informal feedback.
- Explaining the standards we expect; and encouraging and supporting you to achieve and maintain them.
- Being flexible in relation to your volunteering hours, recognising your need for holiday time, and other commitments.
- Honouring the time commitment you have agreed to give us, and not to expect more from you unless offered and agreed.
- Providing training required to undertake the role and in respect of our organisational policies (e.g. safeguarding, confidentiality etc.).
- Reimbursing agreed out-of-pocket expenses following procedures set out in our Expenses Policy.
- Providing adequate training and information to ensure you know what to do to stay safe, in accordance with our Health and Safety Policy.
- Providing adequate insurance cover for you whilst undertaking volunteering approved, and authorised, by us.
- Ensuring that you are treated fairly and in accordance with our Equality and Diversity Policy.
- Trying to resolve fairly any issues or difficulties you may have whilst you volunteer with us before they become problems. In the event of an unresolved problem, to offer an opportunity to discuss the issue in accordance with the relevant policies.
- Following up on any feedback or questions you may have regarding your involvement as a volunteer.

The volunteer (named below) is committed to:

- Performing my volunteering role to the best of my ability
- Meeting time commitments as agreed, but giving as much warning as possible if I cannot do so
- Following BVSC's policies and procedures

- If applicable, ensure that I inform my car insurance company if I take clients out in my own car as part of my volunteering
- Return any equipment including key fobs, laptops and I-pads when I end my volunteering

This agreement is not intended to be a legally binding contract between us and may be stopped at any time by either party.

We would like to take this opportunity to thank you for committing your time and experience to the role and hope that it will be a rewarding and enjoyable experience. Welcome to BVSC!

Signed ..... (volunteer)

Signed ..... (on behalf of organisation)

Date .....