



Volunteer Agreement

This Volunteer Agreement describes the arrangement between Ivybridge Caring and you.

We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Your role as a volunteer is to provide support and friendship to those in need, including older, vulnerable or isolated people, through an agreed programme of regular visits to fulfil specific pre-identified needs, and commences on

What you can expect from Ivybridge Caring

1. Induction and training

To provide thorough induction on the work of Ivybridge Caring, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility

To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;

To give regular help, guidance and support to the Volunteer with regular reviews of the voluntary work being carried out.

To keep strictly confidential all information supplied by the Volunteer during his/her selection process.

3. Expenses

To refund *all* out-of-pocket expenses, including travel to and from home to the agreed place of work and during your work (a list of eligible expenses and the procedures for reclaiming expenses are specified in the Volunteer Handbook).

4. Health and Safety

To provide adequate training and feedback in support of our health and safety policy.

5. Insurance

Volunteers are advised to contact their motor insurance company and to inform them of the use of their car on Ivybridge Caring business (insurance companies will normally provide this cover without any additional premium)

Mobile: 07791 239357

E-Mail info@ivybridgearing.co.uk

Registered Charity No.1135960

6. Equal opportunities

To ensure that all volunteers are dealt with in accordance with our equal opportunities policy.

As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are accepted as volunteers will be subject to a Criminal Record Check from the Criminal Records Bureau before being accepted as a volunteer. This will include details of cautions, reprimands or final warnings as well as convictions.

A criminal record will not necessarily be a bar to becoming a volunteer. Disclosure information will not be used unfairly.

7. Problems

To try to resolve fairly any problems, grievances and 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 complaints procedures.

What we expect from The Volunteer

To perform your volunteering role to the best of your ability;

To follow Ivybridge Caring's procedures and standards, including health and safety and equal opportunities, in relation to its *committee*, volunteers and clients;

To maintain the confidentiality of information related to Ivybridge Caring and its clients, *both while working for Ivybridge Caring and after such time as your involvement with Ivybridge Caring ceases;*

To meet time commitments and standards agreed to, and to give reasonable notice so other arrangements can be made when this is not possible;

To Attend Review meetings and undertake training as required.

To bring any problems or issues with the voluntary work to the notice of your supervisor as they arise, and during Review meetings.

To provide referees as agreed who may be contacted, and to agree to a police check to be carried out prior to being accepted as a volunteer.