



Volunteer Agreement

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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 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 insight into the work of Ivybridge Caring, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision and support

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 reasonable expenses, including mileage at 45ppm to and from home to the agreed place of your assignment and during your assignment, any parking costs incurred.

4. Health and Safety

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

5. Insurance

Ivybridge Caring has Public Liability Insurance for all volunteers when carrying out agreed tasks

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

6. Equal opportunities

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

As the position of Volunteer 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 Disclosure and Baring Service 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

Our aim is that volunteers have a clear understanding as to the type of support the volunteer will provide. This support will have been agreed with the client, prior to the commencement of our service. The agreed tasks will be recorded on the Volunteer Diary Sheet, completed by a Co-ordinator when visiting the client to ascertain their needs. This form will be discussed with and passed to the volunteer, and agreed with all parties involved when introductions are made, prior to the commencement of volunteer visits.

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.

To follow Ivybridge Caring's procedures and standards, including health and safety and equal opportunities, in relation to its trustees, 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 regular review meetings where client's diary sheets will be discussed. You will also be required to undertake additional training required.

To bring any problems or issues with the voluntary work to the notice of your Volunteer Co-ordinator or any member of the Trustee, as they arise, and during Review meetings.

This is confirmation that the Volunteer has read and agreed all policies relating to Ivybridge Caring, as laid out in the Volunteer Handbook.

This agreement is binding in honour only it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Signed.....

Volunteer

Date.....

Print Name.....

Signed.....

On behalf of Ivybridge Caring

Date.....

Name/role.....