**Volunteer Agreement**

**Carers Matter Norfolk Volunteer Service**

**Our Commitment to you**

Voluntary Norfolk and your Volunteer Coordinator are committed to:

* Ensuring that you are always treated with honesty, respect and care.
* Providing you with a clear understanding of your role, responsibilities, the standards we aim for and how to ensure boundaries are not broken.
* Supporting you within your role and providing appropriate induction, training and development opportunities.
* Being responsive to your requirements and ensuring you have a volunteer coordinator (or other member of staff) available to offer help and advice when you need it.
* Offering you timely and fair feedback on your performance and not expecting more from you unless offered and agreed.
* Offering you a variety of volunteering opportunities while being considerate of your volunteering hours, in particular recognising your need for time off and other commitments.
* Communicating reimbursement procedures for your agreed out-of-pocket expenses as set out in our funding agreement and volunteer policy.
* Ensuring you know what to do to stay safe, in accordance with our Health and Safety Policy and Road Safety Policy.
* Collecting relevant documentation from you (e.g. driver details and identification) and keeping a secure record of this on your volunteer file.
* Ensuring that you have appropriate insurance to cover 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 and in a timely manner any issues or difficulties you may have whilst you volunteer with us. In the event of an unresolved problem, to offer an opportunity to discuss potential solutions in accordance with our relevant policies.
* Following up on any feedback or questions you may have regarding your involvement as a volunteer.
* Celebrating your successes and updating you on the difference you and your colleagues make through your roles.

**Your Commitment to us and our services**

As a volunteer with Voluntary Norfolk we require that you are committed to:

* Performing your volunteer role to the best of your ability, abiding by the law and always treating the people you meet in a professional, polite way and remembering that you represent Voluntary Norfolk.
* Working as agreed in your volunteer role description and asking for help and/or advice if you are unsure what is expected of you.
* Taking advantage of the induction, training and development opportunities offered and applying this learning to your role.
* Following Voluntary Norfolk policies and procedures and advising your Volunteer Coordinator at the earliest opportunity of any concerns you may have that these procedures are not being followed or that a breach may have occurred.
* Taking reasonable care for your health and safety and that of any other persons who may be affected by your acts or omissions while volunteering.
* If using your vehicle for volunteering (including travelling to and from the activity), ensuring that your vehicle is maintained in a roadworthy condition, taxed, MOT’d and insured in compliance with the law. You must also be insured to drive while volunteering and have a valid driving licence.
* Ensuring that you are fit and healthy to carry out your volunteering duties.
* Reporting any accidents, incidents, problems or difficulties immediately to the Volunteer Coordinator.
* Protecting the security and confidentiality of all personal and other data that you have access to in the delivery of your volunteering duties.
* Providing timely feedback and maintaining clear and accurate records of all activities, hours and expenses.
* Meeting your volunteer time and role commitments as agreed and, when unable to do so, giving reasonable notice so that other arrangements can be made (including when leaving your volunteer role).
* Promptly returning any loaned equipment or other assets when leaving your volunteer role.

If you have any questions regarding these commitments, please ask your Volunteer Coordinator before you sign your Volunteer Agreement.

Signed (Volunteer) ………………………………………………

Dated ………………………………………………

Signed (Volunteer Coordinator) ………………………………………………

Dated ………………………………………………