**Community Response Volunteer Service**

**Volunteer Agreement**

**Voluntary Norfolk**

Voluntary Norfolk (VN) is a registered charity (number 1112017) building connected, resilient and compassionate communities where people work together to improve lives.

**Community Response Volunteer Service**

Voluntary Norfolk started working with Norfolk County Council and the seven district councils to recruit and organise volunteers across Norfolk to respond to the needs of vulnerable and isolated people adversely impacted by the Covid-19 pandemic. As the pandemic response has eased in Spring of 2022 we have rebranded the service to Community Response Volunteer service.

**Community Response Volunteers**

Like all Voluntary Norfolk volunteers, Community Response Volunteers are friendly, approachable, have a sympathetic manner, good communication skills, and are determined to help and support others. They inspire trust and confidence by demonstrating a flexible and reliable approach to their volunteer role.

**Voluntary Norfolk’s Commitment to our volunteers**

We 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 or feedback 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 roles and opportunities to get involved while remaining 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.
* 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.
* Celebrating your successes and updating you on the difference you and your colleagues make through your roles.

**Your Commitment to us and our services**

We ask that you are committed to:

* Performing your volunteer driver role to the best of your ability, abiding by the law and always treating the people you meet in a professional, polite way 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.
* Keeping your availability and interests up to date on your volunteer record on our online volunteer management system, Better Impact.
* 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.
* Reporting any wellbeing concerns about the people you support and any accidents or incidents you are involved in at the earliest opportunity.
* Protecting the security and confidentiality of all personal and other data that is shared with you as a volunteer.
* 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.