# Volunteer Agreement

This document describes the arrangement between you as a volunteer and Action for Children. We sincerely appreciate your voluntary support for the children, young people and families that we work with and hope you find your experience with us both rewarding and enjoyable. The purpose of this document is to clarify the reasonable expectations of both our volunteers and Action for Children. 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 intend any employment relationship to be created by this agreement either now or at any time in the future.

### Definition of a Volunteer

Our volunteers are people who give their time freely, without compensation or expectation of compensation beyond reimbursement of out-of-pocket expenses incurred in the course of their volunteering activities, to do a role that has been defined either by us or in agreement with us, and which we take responsibility for organising and managing in some way. They may be a long-term volunteer, or somebody who helps out at an event coordinated by Action for Children.

Action for Children volunteers are officially recruited, checked, and accepted by the organisation in accordance with the guidelines for the role they are about to undertake. Volunteers shall not be considered as or have status as employees of the organisation.

### We at Action for Children endeavour to:

* make sure that any of our volunteers’ personal and sensitive information remains confidential, with the only exceptions being if they are at risk of harming another person or being harmed themselves
* treat all volunteers with respect and consideration
* introduce our volunteers to the aims of Action for Children and the specific area they volunteer in
* give volunteers access to relevant policy documents with explanations of their daily use, e.g. Health & Safety, Equality & Diversity, Code of Conduct, Confidentiality, Safeguarding and Child Protection
* give volunteers relevant and appropriate training to enable them to carry out their volunteering role
* make sure all volunteers receive regular support from a named person
* clarify what each volunteers’ role entails
* give volunteers reasonable notice if their help on an activity is no longer needed
* let volunteers know who to go to if they have any complaints
* reimburse volunteers’ reasonable out of pocket expenses to cover travelling to and from the place they volunteer at and agreed materials needed to carrying out volunteering activities on behalf of Action for Children.

### We expect our volunteers to:

* adhere to our policies which apply to the activities they are engaged in, as well as the policies outlined below:
  + *Safeguarding Framework* (as appropriate to the volunteering role)
  + *Confidentiality*
  + *Equality and diversity*
  + *Health, Safety and Welfare*
  + *Data and Information Security*
  + *Information Communication Technology Standards (if applicable)*
* carry out activities agreed as part of their role, or if unable to do so give prior warning when possible
* raise any concerns about safeguarding issues with their supervisor within 24 hours
* **immediately** report any behaviour or act that is causing harm to a child or young person to their supervisor within 24 hours
* take part in any training necessary to carry out their volunteering role
* behave and communicate in a way that safeguards and promotes the well-being of children and young people
* carry out their volunteering role with integrity, honesty and respect for others
* submit records (where applicable) in the agreed form to their supervisor or main contact
* dress in an appropriate manner for the task being undertaken
* not make contact with service users or their families outside volunteering activities (including on social media sites) without permission of their supervisor
* avoid any unnecessary waste of Action for Children’s resources and with respect for the environment
* not use photographic equipment (including mobile phones) on Action for Children premises or in conducting their role without the express permission of a senior manager
* not make any public statement about Action for Children to the media or on social media sites without prior agreement
* notify their supervisor if they are contacted by the media about Action for Children
* not publish any books or articles or make reference to Action for Children or Service Users in any personal publications or websites unless agreed in advance by an Operational Director of Children’s Services or equivalent Functional Head
* not ask for or accept personal gifts of money, goods, services as an Action for Children volunteer
* not to consume or trade alcohol, tobacco, illegal substances or controlled drugs on Action for Children premises or in service users’ own homes.

### Service at the discretion of the organisation

There is no obligation for Action for Children to offer a volunteer any task, and there is no obligation for a volunteer to carry out any task for Action for Children. The organisation accepts the help of all volunteers with the understanding that such assistance is at the sole discretion of the organisation.

Volunteers agree that the organisation may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the organisation. Likewise, volunteers can cease their association with Action for Children at any time, providing as much notice as possible.

After consultation, any event of misconduct or poor performance by a volunteer may result in the opportunity to volunteer for Action for Children being withdrawn, in line with our Volunteer Handbook.

Name of Volunteer: ……………………………………………………….

Signature of Volunteer: ………………………… Date: ………………