

# Volunteer Agreement

## Who is a volunteer?

A volunteer is someone who freely gives their time and does not receive financial reward beyond the reimbursement of expenses.

Volunteers are key to Hastings 1066 Citizens Advice being able to achieve its aim to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives. Everyone bring skills, strengths, abilities and experiences to the service and Citizens Advice values diversity, promotes equality and challenges discrimination.

The volunteer relationship is binding in honour only, and is based on trust and mutual understanding. Although volunteers are protected by the law in general, they do not have rights specifically as a volunteer. This means that Hastings 1066 Citizens Advice is not obligated to offer a volunteer a role, or keep a volunteer in a role, regardless of service history. It also means that no enforceable obligation, contractual or otherwise can be imposed on volunteers; volunteers can leave at any time and negotiate how much involvement they choose to have with Hastings 1066 Citizens Advice. There are however non-binding expectations that underpin any volunteer relationship, and these are set out within this agreement.

Citizens Advice ensures that all its volunteers are supported, trained and properly supervised so that they can undertake our service activities in line with the required internal and external performance and behavioral standards and expectations.

## Our commitment to our volunteers

---

### We will support volunteers by:

- Ensuring volunteers receive a clearly written and comprehensive role profile and undertake appropriate induction and training for that role.

- Ensuring all volunteers receive appropriate support and feedback from a designated manager via regular formal and informal one to ones.
- Attempting to match volunteer's motivation, potential skills, knowledge and experience with the right role where possible according to our service delivery needs.
- Ensuring that a volunteer knows who to turn to with problems and difficulties, the organization will attempt to resolve any complaints or grievances fairly.
- Providing opportunities for engagement by volunteers in developing the service.
- Providing a reference, indicating the skills and knowledge you have acquired, confirmation of your certification if appropriate and personal qualities observed.

### **Volunteers can expect us to:**

- Fully reimburse any agreed out of pocket expenses, including travel, associated with volunteering.
- Recognize and celebrate effort, loyalty and dedication.
- Provide timely and accurate information about organization policies, and procedures, and ensure compliance by volunteers and staff.
- Provide adequate resources and equipment appropriate to the role as well as a health and safety compliant working environment, free from discrimination and with relevant insurances in place.
- Trust volunteers with confidential information in order to carry out their role.
- Protect data which may be required by the organization, including client and volunteer personal information, by ensuring that it is handled appropriately, in line with our policies and used for internal purposes only.

# In return, we expect volunteers to:

---

- Maintain and uphold the good name and reputation of Hastings 1066 Citizens Advice. Commit to at least one day a week 9am-5pm, with a 30 minute break taken for lunch, or two half days.
- Comply with and respect relevant organizational policies, guidelines and management; including all aspects of confidentiality, data protection, health and safety, dignity at work, political impartiality, volunteer complaints and performance management and QAA measures. No information about a Client or their enquiry, should be passed on to anyone outside of bureau (including Trustee Board Members) without the client's explicit permission. We will ask you to sign our confidential ICT policies to confirm you agree to these standards.
- Embrace our commitment to equality and diversity; including respecting the rights of staff, volunteers and clients and wider Citizens Advice service and having a non-judgmental attitude.
- Gain an understanding of the advice quality standards and how they apply to the volunteer's role.
- Carry out the specified role to the best of their ability; to be reliable and to arrive on time. We hope you will give us as much notice as possible of planned absences so that the rota can be changed. If you have an emergency or are unwell, we ask you to contact us before the daily advice session starts.
- We recognize that you are free to leave at any point, but we hope that you will try to give us notice if you wish to stop volunteering.
- Inform their supervisor or relevant person of issues or problems that make it difficult for them to fulfill their agreed role and to ask for support when needed.
- Advise their supervisor if they become aware of any conflict of interest.
- Be accountable in their role and take part in regular support and supervision meetings.
- Participate in training offered which is relevant to their role. Across the year we hold workshops, training/personal development and update meetings on a monthly basis. The meetings are held on different days each month from 9.30am to 12.30pm to maximize attendance. We would expect a commitment to attend a minimum of 6 monthly meetings.
- Ensure that they keep up to date of any service changes, developments or opportunities and reading of newsletters.