



# 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 Citizens Advice East Devon 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 Citizens Advice East Devon 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 us. 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 behavioural 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 supervisor via regular formal and informal one to ones
- attempting to match volunteers' motivation, potential skills, knowledge and experience with the right role where possible, according to our service delivery needs
- ensuring that volunteers know who to turn to with problems and difficulties; we will try to resolve any complaints or grievances fairly
- providing opportunities for engagement by volunteers in developing the service
- providing volunteers with a reference

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

- fully reimburse any agreed out of pocket expenses, including travel, associated with volunteering
- recognise and celebrate effort, loyalty and dedication
- provide timely and accurate information about organisation 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 organisation, 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 Citizens Advice East Devon and the wider Citizens Advice organisation
- comply with and respect relevant organisational policies, guidelines and management; including all aspects of confidentiality, data protection, health and safety, dignity at work, political impartiality, volunteer complaints and performance management
- embrace our commitment to equality and diversity; including respecting the rights of staff, volunteers, clients and the wider Citizens Advice service and having a non-judgmental attitude
- use the referral system agreed by Citizens Advice East Devon and not refer clients from the local Citizens Advice to themselves outside of the Citizens Advice service
- have an understanding of the advice quality standards and how they apply to the volunteers' role
- carry out their role to the best of their ability and ask for support where needed, to be reliable, arrive on time, and give as much notice as possible (as appropriate to the role) if unable to attend
- volunteer with Citizens Advice East Devon for a minimum of 12 months. We recognise that volunteers are free to leave at any point, but please try to give us notice if you do have to stop volunteering
- inform their supervisor of any new or current personal circumstances that might impact on their volunteering, make it difficult to fulfill their role or cause reputational damage to Citizens Advice
- advise their supervisor if they become aware of any conflict of interest
- be accountable in their role and take part in regular supervision meetings

- address areas of conflict constructively with the appropriate person
- participate in training offered which is relevant to their role
- keep up to date of any service changes, developments or opportunities, including through reading updates and regularly attending volunteer meetings
- inform their supervisor if / when they turn 80 years old (so that we can ensure we have arranged the appropriate insurance cover)

**Signed by volunteer:**

**Date:**

**Signed on behalf of Citizens Advice:**

**Role:**

**Date:**