

VOLUNTEER AGREEMENT



Volunteers are an important and valued part of Essex Family Forum. We appreciate that you've chosen to volunteer with us. We will do our best to make your volunteer experience enjoyable and rewarding. We aim to be flexible and supportive. We believe that the volunteer relationship is built on trust and mutual understanding.

This agreement sets out:

- What support you can expect from us when you volunteer
- The expectations from you as a volunteer

As a volunteer we ask that you:

- Strive for the best that you can do and complete your volunteering activities with dedication and commitment.
- Go to any briefings and training that we think will help you in your voluntary role.
- Be positive about and support the work of Essex Family Forum.
- Follow and operate within the policies and procedures of Essex Family Forum, including Health and Safety and Equal Opportunities.
- Act responsibly and within the law.
- Maintain confidentiality of Essex Family Forum activity, the people who contact us, our team and our procedures.
- Value and respect the rights of our contacts.
- Work in partnership with staff and volunteers to make society a better place for our beneficiaries.
- Let your volunteer manager know if you are having any problems or if you have any complaints, concerns or feedback.
- Meet agreed time commitments and give reasonable notice when you're not available so that arrangements can be made.

In return, we will:

- Introduce you to how our organisation works and your role within it.
- Give information about Essex Family Forum's work, policies and procedures.
- Offer training and support for your role.
- Reimburse agreed expenses.
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it's needed.
- Respect and listen to your feedback, and keep you informed of any changes.
- Ensure your health, safety and welfare.
- Apply our Equal Opportunities policy.
- Encourage a positive and supportive volunteering experience.

This agreement is in honour only. It is not intended to be a legally binding contract and neither party intends an employment relationship to be created either now or at any time in the future. Either Essex Family Forum or the volunteer can end the agreement, at any time, at the discretion of either party.