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SWT Volunteer Agreement

Volunteers are an important and valued part of the *[insert SWT project name or department here]* and our amazing volunteers have helped make the service the success it is. We will do our best to make your volunteer experience enjoyable and rewarding.

Within this volunteer agreement and your Welcome Pack we have set out what you can expect as a volunteer with the *[insert SWT project name or department here]*

Please contact *[insert SWT staff name, role title here]* regarding any questions or feedback about volunteering with us and/or your volunteer role. They are assigned to you as your Volunteer Manager whilst you are volunteering with us. Their contact details can be found in your Welcome Pack.

What you can expect from us *[insert SWT project name or department here]*

We will:

- always treat you with respect, consideration and appreciation
- make sure you have the best possible experience
- tell you about the responsibilities of your role and our policies so you know where you stand and have what you need to deliver your best
- give you appropriate training for your role and opportunities to develop your skills
- support you by holding regular meetings and informal discussions
- provide fair, honest and timely feedback regarding any concerns with performance and/or conduct
- reimburse reasonable out-of-pocket travel expenses in line with our volunteer expenses policy. Our current expenses policy will reimburse any travel to your main hub location after the first 2 miles of your regular starting point. If you are asked and able to attend a different hub or training location then all miles will be covered.
- update you on how your contribution makes a difference to people looking for work
- create a safe and respectable environment
- never forget the enormous contribution you make.

Being a volunteer with the *[insert SWT project name or department here]*.

When volunteering for us we expect you to uphold our values and give a great experience to everyone you meet.

In particular, we ask that you:

- Treat staff, service users, and fellow volunteers with respect, consideration and appreciation.
- Ensure the *[insert SWT project name or department here]* stay on the right side of the law and maintain our reputation by following all appropriate policies.

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- Make sure you understand your role, and the standards of performance and conduct required of you.
- Follow SWT policy and procedure to appropriately handle and store sensitive and confidential information.
- Bring any support or feedback to your Volunteer Manager.
- Let your Volunteer Manager know if you'll be unavailable for certain dates or if your circumstances change.
- Do not do anything that might bring the *[insert SWT project name or department here]* into disrepute.

There's a bit of admin we need to do to get you set up. Depending on your role, this might mean we do background checks (known as a DBS check), ask for references, or ask you to do a bit more paperwork. We may also give you an ID badge so you can identify yourself to people we help when you're volunteering. Please help us by providing information or returning forms as soon as you can – it means we we'll be able to get you up and running quicker.

Application form – for DBS checks proof

When we have completed the application process together we can start you on the induction training for your role of At this point you will be given the Volunteer Handbook which is your copy of all the support in place for you and SWT in the form of policies and procedures.

Referees

We require you to provide two referees. You will also be required to be checked by the Disclosure and Barring Service/Disclosure Scotland.

aSigned

This agreement is in honour only. It is not intended to be a legally binding contract and either [ORGANISATION] or the volunteer can end the agreement at any time.

Signed

Print name.....Date.....

Signed on behalf of [ORGANISATION]

Print name.....Date.....