

Volunteer Agreement

This Volunteer Agreement describes the arrangement between Young and Free and you. We wish to assure you of our appreciation of your volunteering efforts and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Part 1: the organisation

Your role as a volunteer is to give support to members in the form of communication, friendship, companionship and social interaction. You are also offered the opportunity of becoming active in the running of the charity and your role as a volunteer will start on This work is designed to assist the integration of young people with physical disabilities and/or sensory impairment, into the community thus encouraging the development of greater confidence in social situations and self development.

Young and Free commits to the following:

1. Induction and training

- To provide thorough induction on the work of Young and Free and any necessary training you will need to meet the responsibilities of your volunteer role.

2. Support

- To encourage full participation in group activities and befriending/buddying with members.
- To provide a named person who will meet with you regularly to discuss your volunteering role and any successes, problems and developments.

3. Expenses

- To repay expenses as stated in the Volunteer Induction. These include travel, a meal allowance, and activity expenses

4. Health and safety

- To provide adequate training and feedback in support of our health and safety policy, a copy of which is in the Volunteer Pack.

5. Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

6. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is in the Volunteer Pack.

7. Problems

- To try to resolve fairly, any problems, grievances and difficulties you may have while you volunteer with us.
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteer Pack.

Part 2: the volunteer

I agree:

- To help Young and Free fulfil its objectives
- To perform my volunteering role to the best of my ability
- To follow the charities' procedures and standards; including health and safety and equal opportunities, in relation to its staff, volunteers and members
- To maintain the confidential information of Young and Free and of its members
- To meet time commitments and to give reasonable notice so other arrangements can be made when this is not possible
- To provide referees who may be contacted, and to agree to a police check (DBS) being carried out.
- To register under the new Government, Independent Safeguarding Authority (ISA) scheme, if not already done so.

This agreement is binding in honour only. It is not intended to be legally binding in contract between us and may be cancelled at any time at the discretion of either party. It is not the intention of either party to create any employment relationship either now or at any time in the future.

Signed by Volunteer

Health and Safety Policy

It is the policy of Young and Free to ensure, so far as is reasonably practical, the health, safety and welfare of its employees & volunteers while they are undertaking Young and Free activities and of others who may be affected by their undertakings, and to comply with the relevant Health and Safety legislation.

It is the Project Co-ordinator's responsibility to ensure that the volunteer is aware of and understands the Health and Safety guidelines, policies and responsibilities related to their volunteering. This training should be recorded, monitored and reviewed as appropriate.

Volunteers must ensure that they carry out all their roles in a safe and responsible manner.

Insurance

All volunteers and employees are covered by Young and Free's limited personal accident policy and Public Liability Insurance. This insurance is only valid when volunteers/employees are engaged on authorised Young and Free activities.

Individuals who consider that they might be eligible to claim should contact the Project Co-ordinator. The policy does not cover personal effects.

Accident reporting

All accidents and near misses should be reported to the Project Co-ordinator so that future accidents can be prevented, should you need an incident report form please contact Laura immediately 07468524364 or enquiries@youngandfreecharity.co.uk

Smoking Policy

Young and Free has a no smoking policy. (Unless both the volunteer and member agree otherwise.)

Expenses - What and how to claim

An expense is any cost that a volunteer has to pay out that they would not have incurred if they had not been volunteering for Young and Free. This could be money spent on travel, or food bought while volunteering.

To show that any money you pay out is an expense you will need to keep all of your receipts.

You should not be out of pocket for your voluntary work, but at the same time you may wish to pay a share of the costs involved. For example, your meal or entrance fee.

If you are unsure about any issues regarding expenses during the course of your volunteering, please contact the Project Co-ordinator.

I have received a parking fine, can I claim?

Unfortunately, we are unable to reimburse the cost of fines or charges incurred whilst volunteering. This includes but is not limited to fines relating, parking fines and motoring offences such as speeding.

Travel

Petrol can be claimed at 40p per mile

Public transport will be paid as stated on the receipt

Meal Allowances

Lunch - reimbursement up to £4.15

Refreshments - reimbursement up to £1.75

Dinner - reimbursement up to £8.50

A copy of the expenses claim form is included in the Volunteer Pack.

Boundaries and Behaviour

Volunteers are an essential part of the Young and Free team; however, it is important that through your befriending work you set clear boundaries with the members and other volunteers in the friendships that form, boundaries ensure structure in your volunteering role and also protects yourself and others from misunderstandings, here are some guidelines to follow:

- Inform members what your role as a befriending champion involves
- Please remember to adhere to our policies within your befriender role.
- You are under no obligation to stay in contact with members outside of our events programme and please be cautious about passing on contact information such as phone number, email etc
- Clear boundaries help to develop trusting relationships with service users who will know what to expect from you as a volunteer. Boundaries help to develop professionalism by encouraging high standards of work and consistency between different workers and volunteers. Boundaries should the difference between befriending someone in order to offer support and being their friend in a social sense
- sexual contact is never acceptable with members/volunteers as a volunteer you are in a position of trust engaging in a sexual relationship is a line that must **never** be crossed to protect yourself, members and other volunteers.
- When you arrange buddying events with a members/volunteers please ensure you make a member of staff aware as we have a duty of care to monitor activities.

Confidentiality

Young and Free respects the individual's basic right to confidentiality. Young and Free insist on total confidentiality concerning any personal or private information that a member may disclose to you during your work with them.

The Executive Committee are the only members of Young and Free who have access to information which has been freely given by a member and could be considered as 'delicate' or 'personal' to that individual.

The Project Co-ordinator will share with the volunteer the minimum amount of information considered to be essential to the success of the member/ befriender relationship. If the member chooses to tell their befriender more, then that is their choice. However, on no account should you 'share' information entrusted to you with anyone else.

If you feel strongly that information shared with you by the participant shows that the individual may be in an 'at risk' situation, please do not hesitate to discuss your fears and concerns with the Project Co-ordinator.

Controlling behaviour is a range of acts performed by an abuser and designed to make their victim subordinate and/or dependent. These acts include but are not limited to:

- Isolating the victim from sources of support
- Exploiting the victim's resources and capacities for personal gain
- Depriving the victim of the means needed for independence, resistance and escape
- Regulating the person's everyday behaviour

Disciplinary and Grievance Procedure

Volunteer's right to complain

Young and Free aims to achieve the highest standards in all its activities. As a volunteer, you have the right to complain if you feel we are not meeting those standards and are not satisfied with any part of the organisation.

Aims of the complaints procedure

Young and Free takes all complaints seriously and through the complaints procedure it aims to:

- Provide an effective way for you to tell us when you are not happy;
- Support your right to complain and disagree;
- Sort out your complaint quickly, effectively and fairly.

How can a volunteer make a complaint?

All volunteers have the right to make a complaint in their chosen method of communication. Young and Free wishes to make the complaints procedure as accessible as possible. If it is a verbal complaint, the person receiving the complaint (Project Co-ordinator or a member of the Executive Committee) should document it carefully and read it back to you to ensure that you have accurately understood it.

We will keep your complaint confidential as far as possible. However, we may need to share information with other people who need to know about the complaint in order to resolve it. We will handle information in line with the Data Protection Act.

We will investigate any complaint at the earliest opportunity to resolve any issues that may arise.

Adult Protection Policy

Guidelines for Volunteer Workers

Who is a “vulnerable adult”?

Anyone aged 18 years or over who may be unable to take care of or protect themselves because they have a physical or sensory disability, learning difficulties, mental health needs or are frail older people.

What do we mean by abuse?

The definition of a vulnerable adult is someone who is or may be, in need of community care services by reason of mental or other disability, age, or illness and who is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation.

What is Adult Abuse?

Adult abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse is any behavior towards a person that deliberately or unknowingly causes him or her harm, endangers their life, or violates their rights. Abuse may be physical, sexual, emotional, financial or through neglect or discrimination.

What should you do if you are worried?

If you have any cause for concern of abuse caused to a vulnerable adult, or where someone has expressed concern either members or volunteers, **do not intervene**, but take your concerns immediately to the Project Co-ordinator or a member of the Executive Committee as soon as possible, as least within 2 hours of first indication.

Volunteer Health Statement

The information provided will not prejudice your application to be a volunteer with Young and Free.

CONFIDENTIAL

PLEASE COMPLETE IN BLOCK CAPITALS.

NAME:

ARE YOU IN GOOD HEALTH? YES/ NO

PLEASE USE THIS PAGE TO TELL US ABOUT ANY MEDICAL CONDITIONS THAT YOU FEEL MAY AFFECT YOUR ROLE AS A VOLUNTEER.

SIGNATURE.....

DATE.....

I have received a copy of Young & Frees' **Health and Safety Policy** and agree to abide by its' terms.

Name..... Date.....

Signed.....

I have received a copy of Young & Frees' **Confidentiality Agreement** and agree to abide by its' terms.

Name..... Date.....

Signed.....

I have received a copy of Young & Frees' **Disciplinary and Grievance Procedure** and agree to abide by its' terms.

Name..... Date.....

I have received a copy of Young & Frees' **Setting Clear Boundaries Policy** and agree to abide by its' terms.

Name..... Date.....

Signed.....

I have received a copy of Young & Frees' **Adult Protection Policy and Procedure** and agree to abide by its' terms.

Name..... Date.....

Signed.....