

Wales Council for Voluntary Action

Supporting charities, volunteers and communities

Model policy series

2 Sample volunteer agreements



Volunteer Agreements

These sample volunteer agreements are a starting point to help you draft one that suits your organisation. Feel free to adapt them to suit your needs. The first is more formal and detailed than the second one.

A volunteer agreement helps both the organisation and its volunteers by making expectations clear. They also address the unlikely possibility of volunteers being considered employees in the eyes of the law.

A volunteer agreement is usually one of a set of volunteering documents, which includes, for example, a volunteer policy and role description.

Model agreement 1

This Volunteer Agreement describes the arrangement between [*name of organisation*] and you, the volunteer. We wish to assure you of our appreciation of your volunteering with us and our commitment to do the best we can to make your experience with us enjoyable and rewarding.

Part 1: the organisation

Your role as a volunteer is [*state the title of the role*] and starts on [*date*]. The purpose of this role is to [*state how the role benefits the organisation*].

[*Name of organisation*] commits to the following:

Induction and training

To provide thorough induction on the work of [*voluntary organisation*], its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role. The Volunteer Handbook provides further details of the organisation.

Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;

- To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems;
- To do our best to help you develop your volunteering role with us.

Expenses

To repay these expenses following procedures in the Volunteer handbook:

- Travel to and from home to [*the location of volunteering*] and during your volunteering: see the Volunteer Handbook for details on methods of travel and car mileage allowances
- Reimbursement of meal costs to a maximum of £ [] (with receipts). To be eligible you must work around meal times or for at least [] hours a day.
- Specialist clothing where this is required and provided by you.
- Actual cost of crèche, childminding fees or other dependant costs incurred in order to be available for volunteering .

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 Handbook.

Insurance

- To provide adequate insurance cover for volunteers whilst undertaking activities that are approved and authorised by us.

Equal Opportunities

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

Handling 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 Handbook.

Part 2: the volunteer

The volunteer commits to:

- To help [*name of organisation*] fulfil its mission

- To perform the agreed volunteering role to the best of your ability;
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
- To maintain the confidentiality of information about the organisation and of its clients;
- To meet time commitments and standards agreed to and to give reasonable notice so other arrangements can be made when this is not possible;
- To provide referees as agreed who may be contacted, and to agree to a police check being carried out where necessary.

This agreement is binding in honour only; it is not intended to be a legally binding contract and may be cancelled at any time at the discretion of either party. No employment relationship is intended either now or at any time in the future.

Signed: _____ (volunteer)

Date:

Signed _____ (on behalf of the organisation)

Date:

Model Volunteer agreement 2

Volunteers are an important and valued part of [name of organisation]. We hope that you enjoy volunteering with us and feel a full part of our team.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best.

We, [name of organisation], will do our best:

- to introduce you to how the organisation works and your role in it and to provide any training you need. The initial training agreed is [].
- to provide regular meetings with your manager so that you can tell us if you are happy with how your work is organised and get feedback from us. Your manager's name is [].
- to respect your skills, dignity and individual wishes and to do our best to meet them.
- to reimburse your travel and meal costs up to our current maximum

- to consult with you and keep you informed of possible changes.
- to insure you against injury you suffer or cause due to negligence.
- to provide a safe environment.
- to apply our equal opportunities policy
- to apply our complaints procedure if there is any problem

I [*name of volunteer*], agree to do my best:

- to work reliably to the best of my ability, and to give as much warning as possible whenever I cannot volunteer as expected
- to follow [*name of organisation*]'s rules and procedures, including health and safety, equal opportunities and confidentiality.

Note: this agreement is in honour only and is not intended to be a legally binding contract of employment

Signed: _____

Date: _____

The information in this document is for information only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.

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