

Volunteer agreement

Welcome to volunteering for Starting Point! Thank you for sharing your time and skills with us.

We may use this document to come back to if we discuss any opportunities or problems when you volunteer.

This agreement explains what Starting Point agree to do for you, and what you agree to do for us. It is not a contract of employment and is not legally binding. We will always look to resolve any disagreements before we ask anyone to stop volunteering, but we may ask you to stop volunteering if elements of this agreement are not met. Equally, volunteers can stop volunteering at any time, for any reason.

What you'll do

Tasks

Carry out tasks reliably to the best of your ability. Inform relevant staff of any issues or problems with tasks, and to ask for support where needed.

Behaviour

Act honestly, responsibly and with integrity. Treat others with fairness, equality, dignity and respect.

Starting Point is an inclusive organisation, everyone is welcome to take part in our activities or to volunteer with us. We expect volunteers to behave in a welcoming, inclusive, friendly and open-minded way to everyone in our community.

We may not always agree, but we can listen, be respectful and treat each other kindly.

Inform us about any conflict of interests, for example, starting a business or charity that does something similar to us.

Follow and respect Starting Point's organisational policies, including safeguarding, diversity and inclusion, and health and safety.

Talk to us in advance if you are planning to communicate on behalf of Starting Point. This could be attending an event, a meeting, or doing a social media post for example where you say "I volunteer for Starting Point" and give information or opinions.

Do not come in to volunteer if you have taken drugs or drunk alcohol the same day, or if drugs or alcohol are affecting you when you come in to volunteer. This is for everyone's safety. This does not apply to medication taken for health conditions.

Volunteers should not take any gifts or benefits as part of your volunteering role.

Volunteers should not act in a way that could damage Starting Point's reputation.

Volunteers are expected to keep information confidential. This means not talking about things you may find out about from learners or staff or overhear whilst volunteering. Do not mention people by name if you share a story to anyone other than Starting Point staff.

Do not share information that could identify a person by a description or situation either if it then makes them identifiable. For example if you say "that lady at Starting Point who has a son, and her mum runs the chip shop" is enough information for someone to guess who you are talking about.

If you are volunteering and supporting someone else, (eg a Digital champion supporting someone to learn digital skills) always listen and be led by what the other person wants to do and what feels safe to them. If you don't know – ask.

Report

Report any safeguarding concerns immediately.

Tell us if you witness any worrying behaviour by staff, volunteers or learners.

Give us as much notice as possible if you cannot volunteer when expected so that we can get someone else to help!

What we'll do

Induction and introductions

We'll give you a volunteer induction and introduce you to people you'll be working with.

We'll ask you about what your interests, skills and experience are. We'll support you to decide what role you want to do.

Training

We provide training online and in person, as and when needed for different tasks. This could be through an informal chat or demonstration during volunteer sessions. Training could be a training session or we may ask you to complete an online course.

We ask all Digital champions to take part in the initial Digital champion training, and certain modules of "top up" training that are essential for you to be able to volunteer safely, for instance, but not limited to GDPR and safeguarding training for Digital champions.

If you do not take part in essential training, or don't follow principles in this training, we may ask you to stop volunteering with us.

Support

You'll have a named contact who'll keep you informed of opportunities and check in

with you regularly.

You will be able to book in a conversation with this named person. You do not have to wait for them to contact you.

Keeping you safe

We'll treat you in line with our policies, including Equality and diversity, safeguarding and Health and Safety. We'll also consult with you and keep you informed of possible changes which might affect your volunteering.

We will have insurance cover for volunteers in our organisation.

Expenses

If you are experiencing hardship, we can discuss refunding travel expenses. However, unless Starting Point have funding to do this, we will not be able to refund travel expenses.

If Starting Point have funding for this, and you volunteer at Start Point café, we will provide two drinks, within a set limit of cost. If you volunteer for more than two hours over a meal time, we will provide a meal up to a set limit of cost. This depends on funding for this and may be withdrawn at any time.

If you volunteer as a Digital Champion with another organisation, their refund policies will apply.

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