

Volunteer Agreement



Why we have an agreement.

Crawley Community Youth Service (CCYS) its trustees and staff recognises the significant and valuable role volunteers play within the charity, helping it achieve its vision and mission. We are indebted to our volunteers for that support and see our relationship with them as two-way. We acknowledge a volunteer should get something back from their involvement (It's not just about their giving) so in return, we will endeavour to ensure our volunteers have a safe, rewarding and enjoyable experience.

A CCYS volunteer is someone who supports and complements our work, who is unpaid and gives their time freely and of their own free will (not coerced). The arrangement is voluntary on both sides, and we accept that a volunteer may leave at any time. The charity's relationship with volunteers is based on trust and is not intended to create legal relations (contract) or obligations associated with employment. We request our volunteers to demonstrate and reflect the core values and policies of CCYS when volunteering with us, especially around safeguarding and the safety and well-being of young people we support.

What you can expect from us

We will:

- Issue you with a clearly defined role description, contact details of the primary person who is responsible for managing you, and a copy of this agreement.
- Provide an induction to you as part of our onboarding process along with training for the role, general guidelines for working with children, familiarisation of the site, any safety requirements and an agreed trial period.
- Offer you initial and ongoing support, as we do all of volunteers and keep you informed of training opportunities that could be of help in relation to your role and your personal development.
- Have adequate insurance to cover you whilst undertaking voluntary activities authorised by us. Our cover does not extend to property belonging to volunteers so personal items should always be kept with you or locked away.
- Arrange appropriate pre and post session meetings for groups of volunteers to enable them to prepare for activities and discuss successes and any concerns.
- Offer one-to-one feedback sessions for those who help with an ongoing activity, to give the chance to reflect on the voluntary work etc.
- Reimburse of out-of-pocket expenses, which must be agreed in advance, by the Youth Worker in Charge. Expenses will not be reimbursed without prior agreement and a valid receipt.
- Ensure you are carrying out your voluntary role in a safe environment. Risk assessments are carried out for all activities and volunteers should familiarise themselves with these documents.
- Set, follow and uphold the policies, procedures and standards of the organization including GDPR.
- Ensure that all are treated fairly and in accordance with the Equality and Diversity Statement.
- Thank you! – give recognition for your voluntary work, offer references/reports or certificates for academic or work purposes.
- Resolve any concerns you may have promptly and fairly where possible.
- Investigate any safeguarding breach, near miss or concerns.

What we ask of you

Under the direction of the Youth Worker in Charge, we ask you to:

- Take responsibility for what you do with young people, helping to ensure the provision of an effective and high-quality service.
- Carry out your volunteering duties as per your role description, in a confident, positive, consistent and enthusiastic manner.
- Attend team meetings and training, applicable to your role.
- Comply with CCYS policies including safeguarding, equality & diversity and health & safety.
- Report any concerns, accidents or incidents to your primary contact.
- Be aware of appropriate risk assessments for any activities undertaken.
- Treat information on the children, young people and their families with the strictest confidence in accordance with the Code of Conduct.
- Value reliability when agreeing times and dates for your volunteer role. Please notify your primary contact at the earliest opportunity, should you be unwell, possible lateness or non-attendance, so they can make alternative cover arrangements should that be necessary.
- Speak up if you are not happy with something so we have a chance to review and address any concerns you may have.
- Encourage a positive and supportive environment and comply with any reasonable request.

What to do if things go wrong

If at any time your volunteering isn't working out as you had envisaged, or something is getting in the way of your volunteering with us, please speak to your primary contact. If they are not available or are part of the situation that is not working well for you, or you feel they have not addressed your concerns adequately, please contact a senior member of staff. Your concerns will be listened to and wherever possible, they will help to resolve any issues you may have, promptly and fairly. There may be occasions where your issue is not resolvable to your satisfaction.

Interacting with Young People (outside of sessions)

To safeguard CCYS and yourself, we ask you not to place yourself in a position where your actions may be misinterpreted, thus maintaining personal and professional boundaries. Volunteers should ensure they **DO NOT** share their private and personal contact details with young people, parents, and guardians they do not already have a personal relationship with. This includes social media profiles and gamertags or their equivalent.

Care should be taken to ensure all interactions with young people away from CCYS sessions are managed as professionally as possible. This could include considering familial and friendship relationships and other interaction of social circles.

Intellectual Property and Copyright

When signing this Volunteer Agreement, you are agreeing to assign copyright to any creative material (intellectual property) created by you in your role as volunteer (whether alone or with any other person) in the course of your duties. Such original design (whether registerable or not) or other work in which copyright may subsist, you agree that you are acting as the agent or nominee of CCYS and that the rights in relation to any such design or other work shall vest in and become the property of the charity.

Leaving the Charity

You can bring your volunteering to a close with CCYS at any time by speaking with or writing to your primary contact. CCYS requests as much notice from you as possible to make alternative arrangements for cover. Should your role naturally come to an end, or you are no longer able to carry out your role to a satisfactory level, we may need to ask you to leave. In such circumstances, CCYS will endeavour to give you as much notice as possible. Whatever the situation, you will be treated fairly, with dignity and respect.

Mutual agreement

This agreement is in honour only and therefore is not intended to be a legally binding contract. CCYS (CCYS) or you (the volunteer) can end the agreement at any time.

Volunteer

Name:

(Print Name)

Signature

CCYS Representative

Name:

(Print Name)

Signature

(signed on behalf of CCYS)