

VOLUNTARY ACTION SHETLAND

VOLUNTEER AGREEMENT

Policy

Voluntary Action Shetland (VAS) want our volunteers to have an enjoyable and rewarding volunteering experience and believe this is most likely to result if there is:

- A commitment from you, the volunteer, to help us provide the best possible service, and
- A commitment from VAS to treat you well as a volunteer.
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This agreement sets out the most important terms of those commitments.

What you can expect from VAS

- Fair, considerate treatment and recognition of the value of your volunteering.
- An introductory talk with VAS, giving information about our organisation, the service we provide, your responsibilities as a volunteer, and any other matter affecting your volunteering.
- Ongoing assistance, guidance and support from VAS
- A clear indication of when you will be needed and tasks you will be expected to undertake.
- Adequate warning of any changes to the agreed routine.
- Out of pocket travel expenses in connection with your volunteering.
- Involvement in any decision-making which will affect your volunteering, and notification of any changes or developments within our organisation which will affect you.
- Appropriate training to enable you to do the required tasks.
- Information on the organisation's policies, disciplinary and grievance procedures, and guidance on how to make a complaint.
- Consideration for your health, safety and welfare.
- Confidentiality.
- Appropriate insurance cover.

What VAS expects from you

- An agreement to adhere to the policies, procedures and guidelines of our organisation.
- Support for the aims of VAS.

- Reliability and punctuality in carrying out all the tasks you have agreed to do.
- Due warning of your unavailability, given as soon as possible.
- Honesty in all your dealings with the organisation and the community we aim to serve.
- Teamwork and co-operation with other volunteers and staff; courtesy and consideration towards them, our organisation's clients and the community.
- Your attendance at training and support meetings when appropriate, and a contribution to decision-making.
- Due warning when something is wrong, or if you have any problems, whilst volunteering.
- A responsible attitude to your own health and safety, and that of others.
- Confidentiality regarding your dealings with customers.

Signed Volunteer

Signed Voluntary Action Shetland