**Volunteer Agreement**

**Part One – The Organisation**

We, East London NHS Foundation Trust, accept the voluntary service of

(Name of Volunteer) . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

Your role as a volunteer is . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

And you will be based at . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

Your Volunteer Supervisor will be . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

The Trust commit to the following:

**1 Induction and Training**

We will provide a thorough induction on the work of East London NHS Foundation Trust, its staff, your volunteering role and the training necessary to assist you in meeting the responsibilities of your volunteering role. The Volunteers Handbook provides full details of the organisation.

**2 Supervision, support and flexibility**

We will define appropriate standards of support and supervision for your role, will communicate them to you, and encourage and support you to maintain them as part of your volunteering.

We will provide a personal supervisor who will meet with you regularly to discuss your volunteering and any associated problems.

We will do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.

**3 Expenses**

We will reimburse the following expenses incurred by you in undertaking your volunteering in accordance with the procedures set out in the Volunteers Handbook and in line with the general information given below, all expenses paid via BACS:-

* Travel to and from home to your base and during your placement as necessary; see the Volunteer Handbook for rules relating to methods of travel and mileage allowances for use of a car and amounts that can be claimed.
* Meal allowances in accordance with the criteria of a maximum of £4 for which a receipt must be provided. To be eligible for a meal allowance you must have been in your volunteer placement for a minimum of 4 hours in any one day.
* Specialist clothing will be reimbursed if this is required and purchased by you, otherwise this will be provided from the Trust.

**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 Handbook.

1. **Insurance**

To provide adequate insurance cover for volunteers whilst undertaking an approved voluntary placement that has been authorised by the Trust.

**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 Handbook.

**7 Confidentiality**

To received training and induction regarding confidentiality issues relating to your volunteering placement and a copy of the Confidentiality Policy is in the Volunteer Handbook.

**8 Problems**

To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered 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 Volunteers Handbook.

**Part 2 – The Volunteer**

I, (Name of Volunteer) . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

Agrees to be a volunteer with East London NHS Foundation Trust and commits to the following.

1 To help East London NHS Foundation Trust to fulfil its services.

1. To perform my volunteering role to the best of my ability.

3 To adhere to the organisation’s rules, procedures and standards, including health and safety procedures and its equal opportunities policies in relation to both its staff, volunteers and service users.

4 To maintain the confidential information of the organisation and of its service users.

5 To meet time commitments and standards undertaken other than in exceptional circumstances, and to provide as much reasonable notice so that alternative arrangements can be made if necessary, in my absence.

6 To provide referees as agreed who will be contacted and to agree to a CRB Disclosure check being carried out.

The expected time commitment is as follows:-

Day(s) of the Week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

Expected time of attendance . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

**This agreement is binding in honour only. It is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend and employment relationship to be created either now or at any time in the future.**

**Code of Conduct**

**Dress Code**

It is important that you feel comfortable when on your volunteer placement and therefore “smart casual” will probably be enough for your role. Please feel free to discuss this with your Volunteer Supervisor if you are unsure. It is however, important to remember that your dress should not include t-shirts with any statements that are likely to cause offence, and to be correctly covered to take into account the base environment and the culture/backgrounds of those with whom you may come into contact. You will be provided with a name badge stating clearly that you are a Volunteer. It is important that a range of people will identify you as a volunteer and so be prepared for a lot of questions as to how you became involved – **people will be interested!**

**ID Photo Badge**

You will be issued with a name badge which must be worn at all times to ensure that you are able to access areas in which you are volunteering. Apart from your name and role this will also include a photograph of yourself. Please keep this safe – if you

lose this it must be reported IMMEDIATELY to the Volunteer Coordinator. **These are valid for one year only.**

**Personal Belongings**

We cannot take responsibility for your personal belongings therefore it is important to only bring the bare essentials required whilst volunteering. Personal mobile phones are only to be used during breaks and are NOT to be used whilst volunteering. Certain exceptions may apply i.e. a family illness/emergency, but this must be agreed in advance with the Volunteer Supervisor who will make the appropriate arrangements with other staff you are working with. Please do not bring large bags due to lack of storage space. Your Volunteer Supervisor will advise you where you can leave personal belongings – arrangements will differ from department to department.

**Food and Drink**

We will endeavour you have a break when we can, and tea/coffee/water will be available for your use. Depending on your role, formal break times may be arranged. If this is the case, break times will be agreed with you and to those whom you are reporting to on that day. The cost of a lunch will ONLY be provided if your volunteering is agreed to be more than 4 hours on any one day – please refer back to the section ‘Out of Pocket Expenses’.

**Accepting Gifts/Tokens of Thanks**

It is not acceptable for volunteers to accept any form of a gift from any of the service users or their carers. If a service user or carer offers some form of monetary token or some other gift this must be politely refused whilst informing them that this is against the rules and that acceptance is not allowed. You should however, still acknowledge the offer and show appreciation. Ensure that you inform the Volunteer Supervisor of the gesture and what has occurred.

**Smoking**

East London NHS Foundation Trust is committed to providing a healthy and safe workplace. In keeping with this commitment, smoking is strictly prohibited in all areas of the Trust premises. Volunteers should only smoke during their official break periods (no “smoking breaks” will be allowed) and they must leave the Trust premises to smoke. If you are unsure of the nearest location off premises, please check with your Volunteer Supervisor. Volunteers found smoking elsewhere may be subject to termination of their volunteering placement.

**Drugs and Alcohol**

Use, possession, sale or distribution of illegal drugs by any volunteer while volunteering is strictly prohibited and will result in placement termination. Volunteers are also prohibited from being at their placement while under the influence of, or impaired by, alcohol or illegal drugs. The Volunteer Supervisor can arrange with appropriate staff for legally prescribed/needed medication to be safely stored on site for consumption whilst volunteering.

**Public Relations**

Should members of the media or any other outside organisation approach you, please refer them to the Communications Department and never answer any questions yourself. The Communications Department is the official spokesperson for all matters concerning the Trust and will ensure that all information provided is accurate and consistent. Failure to comply with this requirement may lead to termination of your volunteering placement.

**Verbal or Physical Interaction**

Volunteers should not make derogatory comments and/or actions to or about other volunteers, service users, carers or staff. Volunteers found to have made such remarks or to have behaved in a physically/verbally aggressive manner to anyone will be subject to their volunteer placement being terminated.

Violence is defined as “the attempted or actual exercise by a person, of any physical force to cause injury to a person, this includes any threatening statements of behaviour which gives a person reasonable cause to believe that the person is at risk of injury”. Any person raising his or her voice towards you is not considered “violence in the workplace” if you do not believe that you are at risk of physical injury however, it is not expected that as a volunteer you should accept inappropriate verbal interaction.

All incidents of violence, threats of violence or inappropriate verbal interaction must be reported as quickly as possible to the Volunteer Supervisor who in turn will report to the Volunteer Coordinator. The Trust maintains a strict policy against violence or threats of violence. No volunteer will be penalised in any way for making a complaint or giving evidence in an investigation unless the charge proves to be malicious and without foundation. Volunteers found to have acted in this way will be subject to their volunteering placement being terminated.