**1. Introduction:**

“Volunteer agreements help organisations and volunteers know what to expect from each other. They also remind organisations to offer a good volunteer experience.

Agreements set out:

* what an organisation will offer its volunteers
* what it hopes for from them.

They are different to employment contracts, which are for staff.

You don't have to have volunteer agreements to involve volunteers. If you don't, consider how else you'll show volunteers what you expect from them, such as in training.”

- *NCVO*

**2. Useful links:**

[NCVO - Writing a volunteer agreement](https://beta.ncvo.org.uk/help-and-guidance/involving-volunteers/recruiting-and-welcoming-volunteers/writing-a-volunteer-agreement/)

[GOV - Volunteers’ rights](https://www.gov.uk/volunteering/volunteers-rights)

[NCVO - Understanding volunteering](https://beta.ncvo.org.uk/help-and-guidance/involving-volunteers/understanding-volunteering/)

Further information can be found within [Beecan.org](https://app.beecan.org/) library of resources.

**3. Actions:**

 Consider what your organisation can offer volunteers, and what to hope for in return

 Review the above links

 If required, action Appendix 1 and update staff, volunteers and relevant stakeholders

**4. Additional notes:**

Volunteer agreements need to avoid sounding like an employment contract. Treating volunteers like employees may make them eligible for full employment rights. Be sure to review the above links.

For additional support, please contact:  
Hull CVS at [enquiries@hull-cvs.co.uk](mailto:enquiries@hull-cvs.co.uk) for Hull based organisations

HEY Smile at [volunteering@heysmilefoundation.org.uk](mailto:volunteering@heysmilefoundation.org.ukF) for East Riding based organisations

**5. Disclaimer:**

Whilst we have done our best to source appropriate links and best practice templates to support your organisation, please be aware that due to regulatory changes, these templates may not always be the best example.

We therefore strongly suggest thoroughly reading and amending templates as necessary and conducting periodic reviews of all policies within your organisation to ensure they still meet national guidelines and regulations.

**6. Appendix 1:**

**Volunteer Agreement Template**

We appreciate your commitment to us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. To make sure you have the best possible experience, we have created this agreement which sets out our commitment to you and what we hope you can contribute.

**[Insert organisation’s name]** is committed to:

* Giving you a great experience.
* Being responsive to your requirements.
* Providing you with an induction.
* Providing support throughout your volunteer experience.
* Explaining the standards we expect and to encourage and support you to achieve and maintain them.
* Providing a named person who will be your point of contact whilst volunteering. This might be someone other than the volunteer manager who will discuss your volunteering and any achievements and issues arising on a regular basis.
* Doing our best to help you develop your volunteering role with us.
* Being flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments.
* Honouring the time commitment you have agreed to give us and not to expect more from you unless offered and agreed.
* Providing training required to undertake the role.
* Reimbursing agreed out-of-pocket expenses following procedures set out in our Expenses Policy.
* Providing adequate training and ensure you know what to do to stay safe, in accordance with our Health and Safety Policy.
* Providing adequate insurance to cover for volunteers whilst undertaking volunteering approved and authorised by us.
* Ensuring that all volunteers are treated fairly and in accordance with our Equality and Diversity Policy.
* Trying to resolve any issues or difficulties you may have whilst you volunteer with us fairly before they become problems. In the event of an unresolved problem, to offer an opportunity to discuss the issue in accordance with the relevant policies.
* Follow up on any feedback or questions you may have regarding your involvement as a volunteer.

I agree to volunteer with **[insert organisation’s name]** and am committed to the following:

* Performing my volunteering role to the best of my ability.
* Working as agreed in my volunteer role description.
* Following the organisation’s policies and procedures.
* Asking if I’m not sure about what to do stay safe whilst volunteering.
* Maintaining the confidential information of the organisation.
* Honouring time and other commitments as agreed, but when unable to do so to give reasonable notice so that other arrangements can be made.
* Providing references and to agree to checks under the Protection of Vulnerable Groups (PVG) scheme, as required.
* Return any loaned equipment when ending my volunteering.

This agreement is binding in honour only, 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 intends any employment relationship to be created either now or at any time in the future.

Your signature denotes that for our records you agree with its’ contents and that you will follow the agreed expectations of the volunteer role.

Volunteer role: ………………………………………………………………

Volunteer name: ……………………………………………………………

Volunteer signature: ………………………………………………………..

Date: .………………………………………………………………………..

**[Insert organisation’s name]** ……………………………………………

**[Insert volunteer manager’s name]** ……………………………………