East of England Community Health and Care NHS Trust

Volunteer Agreement

Volunteers are an important and valued part of East of England Community Health and Care NHS Trust (the Trust). We appreciate you applying to become a volunteer with us and will do the best we can to ensure you have a positive volunteering experience with us.

We hope that you will enjoy volunteering with us and feel a part of our team.
This agreement lets you know what you can expect from us and what we expect from you.

Within your role you can expect to:

- Be part of a Trust which strives to be non-discriminatory and diverse.
- Be in a safe environment.
- Feel appreciated and valued, and recognised as a volunteer.
- Not be financially disadvantaged.
- Be covered by our public liability insurance to carry out the activities on your volunteer role description.
- Be encouraged to learn and be given all the information and guidance necessary to carry out your volunteer role.
- Be assisted to resolve any issues you may have whilst volunteering.

Our Trust commitment:

1. Management and support

- We will provide a named person (volunteer line manager/supervisor) who will be available for you to discuss your volunteering and any successes or concerns.
- We will explain the standards we expect for our services and encourage and support you to achieve and maintain them.
- We will do our best to help you develop in your volunteering role with us.
- You will be given a local induction for your role and mandatory training (annually) to complete.

2. Equal Opportunities

- You have the right to be treated fairly and with dignity and respect, in line with the Trust's Workforce Diversity & Inclusion Policy.

3. Health & Safety

- Any accidents/incidents at work will be treated in the same manner as for all paid employees.
- We will provide adequate training and feedback in line with the Trust's Health & Safety policy.

4. Expenses

- Any reasonable expenses you incur whilst volunteering for us will be reimbursed in line with the Volunteer Policy and expenses process, as agreed by the Trust.

5. Insurance

- We will provide adequate public liability insurance cover for volunteers while undertaking any volunteering activity approved and authorised by the Trust.

6. Commitment

- There is no contract of employment or promise of employment with the Trust.
- Volunteers may leave their roles at any time (notifying their volunteer line manager).
- We aim to be flexible so please let us know if you would like to make any changes and we will do our best.
- The Trust expects volunteers to adhere to relevant Trust policies and procedures.
- The Trust expects volunteers to log their hours & feedback after each volunteer session via our volunteer management system.

7. Concerns

- We will try and resolve fairly any issues, grievances or difficulties you may have during your volunteering with us. In the first instance, please discuss any concerns with your volunteer line manager/supervisor. In the event of an unresolved concern, we will offer an opportunity to discuss the issues with the Volunteer Lead; please contact eec.volunteers@nhs.net.
- If staff have any concerns about your conduct as a volunteer, you may be asked to attend a discussion with your Line Manager and/or the Volunteer Lead / Patient Experience & Participation Manager. This is part of our Problem Solving Procedure.
- The Trust reserves the right to discontinue your volunteering role if a mutually satisfactory resolution cannot be reached.

The Volunteer Commitment:

I agree that I will:

- Help the Trust fulfil its service.
- Declare any conflicts of interest as soon as they arise throughout my time as a volunteer with the Trust.
- Perform my volunteering role to the best of my ability.
- Log my hours and feedback after each volunteer session via the volunteer management system.
- Follow the relevant Trust policies, procedures and standards.
- Maintain any confidential information.
- Be on time and meet the time commitments agreed with me. When this is not possible I will give reasonable notice so other arrangements can be made.
- Provide referees and allow the Trust to undertake DBS and Occupational Health checks and inform the Trust of any changes in relation to my DBS or health status throughout my time as a volunteer with the Trust.
- Accept that this agreement is binding in honour only. It is not a legally binding contract between us and may be cancelled at any time by either party. Neither party intends for any employment relationship to be created now or in the future.

East of England
Community Health and Care
NHS Trust

Volunteer Agreement Signature Page:

I have read and agree to the volunteer agreement and will follow the volunteer commitment set out in this document.

Signed (Volunteer): **Date:**

Print Name:

Parent/Guardian Consent if Volunteer under 18

I confirm that I have read the volunteer role description and the volunteer agreement and agree to the above named person volunteering.

Signed (Parent/Guardian): **Date:**

Print Name: **Contact Details:**