***VOLUNTEER AGREEMENT***

This volunteer agreement is a description of the arrangement between us, Outreach Angels, and you in relation to your voluntary work. The intention of this agreement is to assure you that we appreciate your volunteering with us & to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

Your role as a volunteer is working with us in Birmingham to support the homeless people of Birmingham. Outreach Angel is setup to provide provision during weekly outreach giving to those without.

***Part 1 Outreach Angels***

Outreach Angels accept the services of ..................................................... beginning ...........................

We commit to the following:

**1. Offer support and training relevant for your role.**

> To provide through volunteer meetings of Outreach Angels, 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. Provide supervision, recognition & flexibility.**

>To define appropriate standards of our services, to communicate them to you, and encourage & support you to achieve and maintain them as part of your voluntary work.

>To provide a personal Manager who will meet with you regularly to discuss your volunteering and any associated problems.

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

**3. Make necessary arrangements to ensure your health, safety & welfare when volunteering with us.**

>To provide adequate training and feedback in support of our health and safety policy, a copy of which is in the Volunteers Handbook.

**4. Adequate insurance to cover you as a volunteer.**

>To provide adequate insurance cover for volunteers whilst understanding voluntary work approved and authorised by us.

5. Offer equal opportunities to all our volunteers.

>To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is set out in the Volunteers Handbook.

6. Listen & act on any concerns if expectations are not met.

>To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you are volunteering 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, ...................................................... agree to be a volunteer with Outreach Angels and commit to the following:

1. To help Outreach Angels fulfil our aim in providing provision via outreach to those who need it.

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

3. To adhere to the organisation’s rules, procedures and standards, including health & safety procedures and its equal opportunities policy to its staff, volunteers and clients.

4. To maintain the confidential information of the organisation and of its clients.

5. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangements can be made.

6. To provide referees, as agreed, who may be contacted, and to agree to a police check being carried out where necessary.

7. To ensure the Volunteer Behaviour Policy is being endeared.

**This agreement is binding in honour only; it is not intended to be legally binding 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.**

**Agreed to .............................................. ......................................................**

**Volunteer signature On behalf of Outreach Angels**

**Date:**