

Volunteer Handbook & Agreement Template

The **Volunteering Together 4 Health** service is delivered by a partnership team of volunteering experts across the 5 boroughs of North Central London. Whether looking for volunteering advice and guidance at a system wider or local level, you will find dedicated and expert support.

Getting you started as a Volunteer

Welcome to the team! It is great to have you with us. We really appreciate the time and dedication you are giving to volunteer with **[Organisation's Name]**.

Our goal is to make sure your experience is rewarding for you, while your contribution helps us support residents across our community. This handbook is part of a toolkit from **Volunteering Together 4 Health**, a partnership of experts across the five boroughs of North Central London dedicated to providing consistent, high-quality support for volunteers in health settings.

Who We Are

[Organisation's Name] works to [briefly describe impact]. As a volunteer, you are a vital part of how we make a difference. You will be supported by **[Supervisor Name/Title]** to ensure you feel confident in your role.

Your Role

We want you to enjoy your time here. Your specific role involves:

- **Purpose:** [Insert purpose]
- **Responsibilities:** [Insert key tasks]
- **Where and When:** [Insert venue and hours].

What we provide for you:

- **Training:** To help you feel prepared for your tasks.
- **Expenses:** We believe volunteering shouldn't cost you money, so we reimburse travel and lunch costs where applicable.

- **Support:** You will have regular catch-ups with your supervisor.
- **Insurance:** You are covered by our public liability insurance while performing authorised tasks.
- **References:** Once you've successfully completed your trial period with us, we'll be happy to give you a reference.

Policies & Procedures

[Include or reference (add link) to your key policies]

- Code of Conduct
- Safeguarding (adults and/or children)
- GDPR & confidentiality
- Health & Safety
- Equality, Diversity & Inclusion
- Expenses policy
- Complaints procedure
- Lone working policy (if applicable)
- Driving policy (if volunteers drive on duty)

Equality, Diversity, and Inclusion (EDI):

[Organisation's Name] believes that volunteers should not be discriminated against either by the organisation or its users and will ensure that it does not unfairly exclude or discourage the involvement of a potential volunteer on the basis of age, race, sex, disability, religion, sexual orientation, gender reassignment, marriage and civil partnership or pregnancy and maternity.

Volunteers and service users receive the same treatment regardless of their gender, culture, sexual orientation, marital status, age, race, colour, ethnic or national origin, religious belief, disability or background. We encourage you to treat all other Volunteers, staff, and people you support equally and with respect.

You will support a diverse range of individuals in diverse communities and we ask that you respect every individual's beliefs and that nobody is treated less favourably or excluded in anyway. We are all different and all have the right to be treated with dignity and respect. If

you witness any behaviours where you feel someone is being treated less favourably or excluded, you must inform your supervisor at [Organisation's Name] of this immediately so we can address this and take appropriate action.

Core20PLUS5: We work hard to support the most deprived 20% of the population and 'PLUS' groups like ethnic minorities, inclusion health groups or people with learning disabilities and autism who experience significant health inequalities.

Data Protection & Confidentiality

For the purposes of General Data Protection Regulations (GDPR), the data controller in respect of your personal data is [Organisation's Name]. We hold personal data about all our volunteers. Your data will be used to administer your volunteering and will not be shared with any third party without your prior permission. Your data may be used for statistical purposes. Our commitment is to respect volunteers' rights in data protection law.

During your volunteering you will come across personal and sensitive information about individuals as part of the support you will offer. We want to make sure that all information stays safe and confidential in line with the GDPR Legislation. We want you to treat other people's personal information in the same way you would want yours to be treated. If you do acquire information about an individual you may be supporting (for example, names, addresses and possible medical information), we ask that you maintain confidentiality and do not discuss or disclose any data or information with anyone outside of [Organisation's Name] or with anyone who doesn't need to know.

DO	DON'T
Keep any data secure and treat other people's information in the same way you would want yours to be treated.	Discuss any information or data with anyone outside of [Organisation's Name] or with anyone who doesn't need to know.
If you think there has been a mistake or breach of data protection, notify your supervisor at [Organisation's Name] so we can manage this.	Share client personal information without their permission. Leave any messages on answerphones with any personal information if you are not sure who is going to be able to hear them.

Safeguarding

At [Organisation's Name] we place the safeguarding and well-being of volunteers, employees and people we support above anything else. You may come across children or vulnerable adults or at risk of harm and they should never experience abuse of any kind. We want you to be alert to any signs or patterns of abuse or anything that may concern you and always raise your suspicions. Be assured you will always be supported by the charity and not raising your concerns is worse than raising a suspicion that is incorrect.

Your supervisor will also be on hand to support you with any safeguarding concerns, including providing guidance on how to let us know if you are worried about someone's health and wellbeing, or safety.

Volunteer Agreement

We want volunteering to be a great experience for everyone involved in our organisation. This agreement outlines what you can expect from us, and what we'd like you to do to help things run smoothly and mean that your time and effort freely given is put to the best use. You should read this agreement and our Volunteering Handbook carefully before beginning to volunteer.

You can expect us to provide you with:	As a volunteer with [Organisation's name] we ask that you agree to:
• A safe, respectful, fair and non-discriminatory volunteering environment. • A clear explanation of what your role involves, what is expected of you and who you need to speak to if you need support. • Relevant and up to date information and advice • Reimbursement of your out of pocket travel/lunch expenses (if applicable). • Insurance against any injury you may suffer or cause due to negligence. • Provide you with a reference after your trial period. • The ability to stop volunteering with us without pressure or judgement.	• Enjoy volunteering with us! • Recognise that the needs of the charity's beneficiaries are our priority. • Perform your volunteering role to the best of your ability. • Be accountable for your actions. • Support and abide by the charity's instructions within the documents provided to you. • Not accepting any gifts or monetary gifts from people you are supporting. • Respect and maintain confidentiality, keeping any information you gain about the charity, its services and those we support. • Give feedback to your supervisor to help us improve the project and our work

This agreement 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 party intends an employment relationship to be created either now or at any time in the future.

I confirm I have read this volunteer handbook, any specific guidance for the role I'm volunteering for and this Agreement. I also confirm that I have completed an induction for my role with my supervisor (or another member of staff).

Name of Volunteer (please print):
Telephone:
Email:
Volunteer signature:
Date:

Volunteer Supervisor signature:
Date:

Induction checklist

	Your initials	Supervisor initials
Met your supervisor and know how to contact them		
Met the rest of the team		
Know about the project you're volunteering for		
Know about the role responsibilities		
Discussed and agreed any specific needs or workspace adjustments required		
Agreed with your supervisor what times you wish to volunteer		
Know how to claim expenses if applicable		

Understand about Data Protection and Confidentiality in your role		
Understand about Equality, Diversity & Inclusion		
Understand about Health and Safety in your role		
Understand about Safeguarding in your role		
Understand and have signed the Volunteer Agreement		

This document is a 'work in progress'. If you have ideas on how to make it better or more accessible, please let us know!

Top Equality, Diversity and Inclusion TIPS for Volunteers

- Always treat everyone with dignity and respect, staying mindful of the diverse backgrounds and health needs within your community, including those in the **Core20PLUS5** groups.
- Actively foster an inclusive environment by ensuring no one is unfairly excluded and promptly report any instances of unfair treatment to your supervisor to help us maintain a safe and fair space for all.

For further support contact your local volunteering experts:

Bridge Renewal Trust (Haringey)

CBPlus (Barnet)

Enfield Voluntary Action

Haringey Community Collaborative (Public Voice)

London Plus (Lead Partner)

Voluntary Action Islington

Volunteer Centre Camden (Operational Lead)

Volunteering Barnet (Groundwork London)

