[INSERT YOUR LOGO OR ORGANISATION HEADER. OPTIONAL]

PRIVATE & CONFIDENTIAL

[Name/address]

[DATE]

Dear [NAME OF VOLUNTEER],

**Volunteer agreement**

Thank you for agreeing to volunteer with [YOUR ORGANISATION / PROJECT]. We appreciate the commitment of your time, and aim to make your volunteering experience with us enjoyable and rewarding. This letter sets out what we can each reasonably expect from your volunteering role within [YOUR ORGANISATION / PROJECT].

*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.*

**1. The Organisation**

[Insert some information about your organisation or project here]

**2. Your Volunteer Role**

Your voluntary role is ………………………………………………… and will commence on …………………. [Date]

Your main point/s of contact during your time with [Your organisation / project] will be ……………………………… and they will provide you with a clear overview of the specific tasks we invite you to undertake for [Your organisation / project].

While there are no obligations for a minimum period of volunteering, we hope that you will usually be able to volunteer with us for at least ………………………………….so that we can each get the most from the volunteering experience. However, we are flexible about when you work (within the constraints of drawing up a rota) [delete if not applicable] so please let us know if you would prefer a different arrangement.

We expect you to perform your role to the best of your ability and to follow our procedures and standards, including health and safety, equal opportunities and safeguarding.

To comply with insurance requirements, volunteers may be required to sign in and out at the place of volunteering.

Please give …………………………………. [name of main contact] as much notice as possible if you are unable to volunteer when expected.

**3. Supervision and Support**

You can expect us to:

* Provide an induction to the organisation, introduce you to the staff and provide appropriate training to meet the needs of the role.
* Provide regular meetings with your main point of contact so that you can tell us if you are happy with how your tasks are organised, discuss any problems or complaints you may have and get feedback from us.
* Respect your skills, dignity and individual wishes and to do our best to meet them.
* Explain our standards and operating procedures and support you to achieve and maintain them.
* Reimburses expenses, according to company policy (see section 4)
* Consult with you and keep you informed of possible changes affecting your volunteer position.
* Provide a safe workplace. (see section 5)
* Apply our equal opportunities policy (see section 6)
* Do our best to help you develop your role and gain the most from it.
* Provide adequate insurance cover for you while you are undertaking voluntary work approved and authorised by us.

**4. Expenses**

We will reimburse the following out-of-pocket expenses incurred in connection with your volunteering for us, as required and agreed by your line manager:

* Travel to and from any [your organisation / project] event
* All reasonable requests required in order to carry out the role

Receipts have to be provided for all expenses.

**5. Health & Safety**

We will provide adequate information and training in support of our health and safety policy.

**6. Equal Opportunities**

[adapt this paragraph to reflect your own policy]  
[Your organisation / project] is an equal opportunities employer. We will ensure that all staff and volunteers are treated equally, regardless of race, colour, ethnic or national origin, sex, marital status, disability, or age. We will take into consideration, and aim to provide for any special needs.

**7. Confidentiality**

In carrying out your work, you may come across sensitive information that we need to protect, in line with the General Data Protection Regulations. When undertaking voluntary work for the Diocese, you are required to sign a Volunteer Confidentiality Agreement (attached).

[Adapt to your own policy for non-Diocesan volunteers. The above is the policy for all parish and other Diocesan volunteers]

**8.            Safeguarding**

We put a very high value on all our work with children, young people and adults at risk. [Your organisation or project] follows the National Safeguarding procedure as advised by the Catholic Safeguarding Standards Agency [www.catholicsafeguarding.org.uk](http://www.catholicsafeguarding.org.uk). All volunteers are responsible for the following:

1. Safe recruitment of Volunteers – your recruiter should ask you to complete the [Diocesan Safer Recruitment Forms](https://rcdow.org.uk/safeguarding/safer-recruitment-and-dbs-applications/) and complete DBS checks where required (see list of regulated activities [here](https://www.gov.uk/government/publications/new-disclosure-and-barring-services)) prior to starting in the role.
2. Recognising and responding to concerns/allegations – you should know who are the safeguarding leads on the project, who is the PSR and how to report any concern/allegation you may come across whilst volunteering. Emergencies should be reported always and immediately to the Police on 999.
3. Creating a safe environment – you should be knowledgeable about the risks of the activities/events within your volunteering role, with a particular safeguarding focus for activities/events including children/young people and/or adults at risk.
4. Training - Advancing a Culture of Safeguarding – please register for free training with Educare by sending an email to [safeguardingadmin@rcdow.org.uk](mailto:safeguardingadmin@rcdow.org.uk) and as a minimum complete training on Safeguarding Adults and Child Protection

**9. Problems**

We will try to resolve fully any difficulties or complaints you may have when you volunteer with us. Please raise any complaints or problems in the first instance with your volunteer manager (your main contact named in section 2). In the event that resolution is not possible, the complaint should be taken to [name of person in your organisation].

**10.** **Leaving**

We ask that you give us as much notice as possible if you want to stop volunteering with us so that we can rearrange our rota (if applicable).

**11. Privacy Statement**

[Include your organisation’s or project’s privacy statement here. Below is the one used by Caritas Westminster]  
We take data protection seriously. The information that you provide on this form will be processed in accordance with the General Data Protection Regulation 2018, the Data Protection Act 2018 and our privacy policy which you can read in full at https://rcdow.org.uk/privacy/. This form will be held securely, confidentially, will not be shared with third parties and will be retained in accordance with our record retention schedule.

Please acknowledge that you understand the contents of this letter by signing, dating and returning the enclosed copy.

Yours sincerely

................................................................ Date…………………………………………

On behalf of [Your organisation / project]

I understand the contents of this letter.

Signed ..................................................... Date ............................................

[NAME OF VOLUNTEER]