

UNIVERSAL CREDIT ESSENTIALS

UCE Sample Volunteer Agreement

Volunteers are an important and valued part of Universal Credit Essentials. We appreciate that you've chosen to volunteer with us and will do our best to make your experience enjoyable and rewarding. We aim to be flexible and supportive and believe that the volunteer relationship is built on trust and mutual understanding.

This agreement sets out what support you can expect from us when you volunteer and the expectations we have from you, as a volunteer.

We, Universal Credit Essentials, will do our best to:

- Provide an induction to the organisation, other volunteers, your volunteering role and to provide the training and resources you need to meet the responsibilities of this role.
- Explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- Explain the policies relating to Equal Opportunities, Confidentiality and the Resolution Procedure.
- Provide a named person who will meet with you regularly to discuss your volunteering and any successes or problems.
- Resolve fairly any problems, grievances and difficulties you may have while you volunteer with us.
- Help you develop your volunteering role with us.
- Reimburse any reasonable 'out of pocket' expenses incurred by you during the course of your work, with prior agreement.

We ask that you agree to:

- Help the organisation fulfil its aims and objectives.
- Perform your volunteering role to the best of your ability.
- Follow the organisation's procedures and standards including Equal Opportunities, Confidentiality and the Resolution Procedure in relation to its staff, volunteers and service users.
- Maintain the confidential information of the organisation and the service users.

- Agree that any work you produce as a volunteer will be owned by the organisation, unless agreed otherwise.

This agreement is in honour only and is not intended to be legally binding.
There is no intention of an employment relationship.

Volunteer manager: <insert volunteer manager name>

Volunteering start date: <insert start date>

Volunteer name: <insert volunteer name>

Volunteer signature and date: <insert volunteer name>