

CITIZENS ADVICE BARKING AND DAGENHAM VOLUNTEERING AGREEMENT (JANUARY 2019 V2)

Introduction

This agreement sets out the broad principles for volunteering with Citizens Advice Barking and Dagenham.

What is a volunteer?

A volunteer is someone who freely gives their time and does not receive financial reward beyond the reimbursement of expenses.

The volunteer relationship is binding in honour of trust and mutual understanding. No enforceable obligation, contractual or otherwise can be imposed on volunteers and volunteering does not affect a person's entitlement to welfare or out of work benefits.

Volunteers can leave at any time and can negotiate how much involvement they choose to have with the Citizens Advice Barking and Dagenham.

Our responsibility to our volunteers

We will support our volunteers by:

- Ensuring volunteers receive a clearly written and comprehensive role profile.
- Recognizing that successful volunteer involvement requires the matching of the volunteer's motivation and potential skills, knowledge and experience with our service delivery needs.
- Providing extra support to volunteers with additional needs due to physical, sensory or mental health disabilities or other personal factors.
- Ensuring volunteers receive appropriate training, support and feedback via regular supervision meetings and an annual appraisal.
- Ensuring that the bureau has a good level of relevant expertise in the management of volunteers.
- Providing volunteers with adequate resources and equipment appropriate to their role.
- Recognizing effort, loyalty and dedication.
- Ensuring a volunteer knows who to turn to with problems and difficulties and to resolve any complaints or grievances fairly.
- Providing timely and accurate information about the bureau and Citizens Advice service's policies, procedures, consultations, events and resources.
- Trusting volunteers with confidential information in order to carry out their role.
- Making sure volunteers are covered by relevant insurances.
- Fully reimbursing volunteers of any travel costs associated with volunteering.
- Providing a reference.
- Providing a health and safety compliant working environment, free from discrimination.

We expect our volunteers to:

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- Maintain and uphold the interests of Citizens Advice Barking and Dagenham and its clients.
- Respect the referral system agreed by Citizens Advice Barking and Dagenham e.g. volunteers must not refer clients from the bureau to themselves to use any advice services they may offer privately.
- Maintain and uphold the good name and reputation of Citizens Advice Barking and Dagenham and the wider Citizens Advice service.
- Handle sensitive information in accordance with the CAB service's standards on confidentiality, information assurance and data protection
- Support the bureau's equal opportunities and diversity policy and to help promote diversity.
- Be reliable and to arrive on time, giving appropriate notice for your role if you are unable to attend.
- Inform the bureau of issues or problems that make it difficult for you fulfill your agreed role and to ask for support when it is needed.
- Understand and recognize relevant bureau policies such as whistle-blowing; health and safety; volunteer complaints, dignity at work, performance management and political impartiality
- Embrace our commitment to equality and diversity; including respecting the right of staff, volunteers, and clients and wider services, and having a non-judgmental attitude.
- Carry out the specified role profile to the best of your ability.
- Be accountable for the work you do and take part in an annual appraisal.
- Participate in all relevant training offered.
- Understand Barking and Dagenham Citizens Advice service's quality standards and how they apply to your role.
- Address areas of conflict constructively with the appropriate person.

I have read and understand the contents of this agreement.

Name of Volunteer

Signed

Name of Paid Staff

Signed on behalf of Citizens Advice Barking and Dagenham