Reaching CIC

Volunteer Agreement

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

This Agreement sets out:

- Suggested start date.
- What support you can expect from us when you volunteer.
- The expectations from you as a volunteer.

As a volunteer we ask that you:

- Strive for the best that you can do and complete your volunteering activities with dedication and commitment.
- Go to any briefings and training that we think will help you in your role.
- Be positive about and support the charitable work of Reaching.
- Follow and operate within the policies and procedures of Reaching, including Health and Safety, Equal Opportunities and Volunteer Absence and Lateness (please see below).
- Act responsibly and within the law.
- Maintain confidentiality of Reaching's activity, the people in our care, our team and our procedures.
- Value and respect the rights of Service Users.
- Work in partnership with staff and volunteers to make society a better place for our beneficiaries.
- Let your Volunteer Manager know if you are having any problems or if you have any complaints, concerns or feedback.

In return, we will:

- Introduce you to how our organisation works and your role within it.
- Provide information about Reaching's work, policies, and procedures.
- Offer training and support for your role.
- Reimburse agreed expenses.
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it's needed.
- Respect and listen to your feedback, and keep you informed of any changes.
- Ensure your health, safety, and welfare.
- Apply our Equal Opportunities policy.
- Encourage a positive and supportive volunteering experience.

Volunteer Absence and Lateness Policy

Reaching values the commitment and dedication of its volunteers. Consistent attendance and punctuality are crucial for the smooth operation of our activities and the effective delivery of our services. This policy outlines the procedure for volunteers to report absence or lateness.

1. Reporting Absence:

- **Advance Notice:** Volunteers are expected to provide as much advance notice as possible if they are unable to attend a scheduled volunteering session. Ideally, this notification should be given before 9AM on the day of the scheduled volunteering session.
- **Method of Reporting:** Absence should be reported to Thrive Hive by phone 07851091862.
- **Information to Provide:** When reporting an absence, volunteers should clearly state:
  - Their name.
  - The date and time of the scheduled session they will be absent from.
  - The reason for their absence (briefly, if comfortable).
  - An estimated duration of their absence, if known.

2. Reporting Lateness:

- **Notification Requirement:** If a volunteer anticipates being late for a scheduled volunteering session, they must notify Thrive Hive as soon as possible.
- **Method of Reporting:** Lateness should be reported using the same contact methods outlined in Section 1 for reporting absence.
- **Information to Provide:** When reporting lateness, volunteers should clearly state:
  - Their name.
  - The date and time of the scheduled session they will be late for.
  - The reason for their lateness (briefly, if comfortable).
  - An estimated time of arrival.
- **Impact of Lateness:** We understand that occasional lateness may be unavoidable. However, persistent or significant lateness can disrupt activities and impact other volunteers and service users.

3. Expectations and Responsibilities:

- Volunteers are responsible for making every reasonable effort to attend their scheduled volunteering sessions on time.
- Prompt and clear communication regarding absence or lateness is essential for effective planning and coordination.
- Reaching will treat all information regarding absence and lateness with respect and confidentiality.
- This policy aims to ensure smooth operations.

This Agreement is in honour only. It is not intended to be a legally binding contract and either Reaching or the volunteer can end the Agreement at any time.

VOLUNTEER:

_____

Name

_____ _____

Signature Date

SIGNED ON BEHALF OF REACHING:

_____

Name

_____ _____

Signature Date