



Volunteer Agreement

What is a volunteer agreement?

A volunteer agreement makes it clear what the volunteer can expect from the organisation and what, in turn, the organisation expects from the volunteer. It usually sits alongside a role description and volunteer policy.

Whilst it sets out expectations an agreement is not a legally binding contract. Because of this, the style of writing should reflect that the organisation hopes a volunteer will act in a certain way, rather than state that they must or have to do so.

As volunteer roles change over time, the agreement should be reviewed to make sure it remains relevant to what they are actually doing.

Why is a volunteer agreement needed?

- It lets the volunteer know that the organisation is committed to their involvement and what they can expect to get out of their volunteering.
- Makes it clear what is expected of the volunteer.
- Volunteers can understand what their rights are. For example, access to induction, support, insurance, expenses, health and safety, equal opportunities, managing any difficulties and training.
- It explains the boundaries between the organisation and volunteers.

What should I include in my agreement?

Generally a volunteer agreement is divided into two key sections: responsibilities of the organisation and of the volunteer. You don't have to include everything, but it is a good idea to use the following as a starting point.

The organisation's responsibilities

- Outline what you hope for from the volunteer and what the volunteer can expect from your organisation.
- Provide a full induction and any training required for the role.
- Provide appropriate support and flexibility including training as required.
- Support the volunteer to achieve the standards required, including providing a named contact.
- Treat volunteers in line with the organisations equality and diversity policy.
- Reimburse any agreed out of pocket expenses incurred during volunteering.
- Provide insurance cover.
- Implement good health and safety practice.
- Address any problems that may arise during the course of the volunteering.

The volunteer's responsibilities

- Perform their role to their best ability.
- To work as agreed in the volunteer role description.
- Follow the organisation's volunteer policies and procedures, including health and safety and equality and diversity in relation to its staff, volunteers and anybody with whom they work.
- Maintain the confidentiality of the organisation and of its clients, customers or service users as

appropriate.

- Honour their commitment as agreed, except in exceptional circumstances when, where possible, reasonable notice is expected.
- Provide references.
- To agree to appropriate checks under the Protection of Vulnerable Groups (PVG) scheme in Scotland.

If possible, organisations should adapt their generic volunteer agreement for each volunteer role. You can do this by consulting with current volunteers, fellow staff members and board members.

Generally speaking, you should look to have the agreement signed off by a senior member of staff or committee. You should also look to review it on a regular basis to make sure it stays relevant.

Need some more help?

If you would like more help or advice in relation to this guide please get in touch with us:

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