



Volunteer Agreement

The Night Shelter and Drop-In are completely reliant on volunteers to keep going. We are very proud of our great team of volunteers and we are committed to continuing to provide a positive volunteering environment as outlined in our Volunteer Policy.

This agreement sets out what we expect from our volunteers, and what our volunteers can expect from us.

Our volunteers agree to:

1. Help to provide warm and safe accommodation for rough sleepers during cold weather and/or help us to provide our Drop-In services.
2. Put your name down on our online volunteering rota for the Night Shelter.
3. Perform your volunteering role to the best of your ability.
4. Attend a volunteer induction session as well as any other training which from time to time we may decide is compulsory.
5. Follow the Night Shelter's policies, procedures and standards, including equal opportunities, confidentiality, and health and safety.
6. Follow the directions of Staff and Team Leaders when asked.
7. To attend sessions when you say you will, and to give reasonable notice (usually at least 24hrs) so other arrangements can be made when this is not possible.
8. Give feedback on any aspect of our service at any time, particularly if there is something you are not happy about, so that we can continually monitor and improve the service and take appropriate action to remedy any problems that we may encounter.
9. Provide references and to agree to a Criminal Records Bureau check being carried out.

We agree to:

1. Process enquiries about volunteering fairly and in reasonable time and ensure volunteers have access to any reasonable induction, training, information or support they need in order to carry out their volunteer role effectively.
2. Explain the standards we expect from our services and our volunteers and to encourage and support you to achieve and maintain them.
3. Provide a named person as your Volunteer Supervisor who will meet with you at least annually to discuss your volunteering and any successes or problems, and who you may contact if you need to.
4. Do our best to help you develop your volunteering role with us if you want to.



5. Reimburse any out-of-pocket expenses incurred directly through your volunteering with us, including but not limited to:
 - cost of food for the Night Shelter evening meal and breakfast;
 - cost of food for the Drop-In meal;
 - travel expenses to and from Wakefield Baptist Church.
- Please remember:**
- To keep all receipts for any expenses and to submit receipts with your claim;
 - To agree whenever possible in advance with the Night Shelter Co-ordinator if you will need to claim any expenses.
6. Make a careful assessment of the Health & Safety implications of our service and our working environment and to:
 - maintain an up to date Health & Safety Policy;
 - do everything we can to minimise risks and provide a safe and secure environment for our volunteers;
 - keep volunteers updated on any new Health & Safety issues as required.
 7. To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles.
 8. To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is available on request.
 9. To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us in accordance with our Problem Solving Approach & Procedure.

This agreement is binding in honour only. It 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 intend any employment relationship to be created either now or at any time in the future.

Declaration

I have read and agree to abide by the terms of this volunteer agreement for as long as I continue to volunteer for the Night Shelter/Drop-In.

Name:

Signed:

Date:

Witness name:

Signed:

Date: