



Vector24
New Haig House
Edinburgh
EH7 4HQ

27 January 2024

Dear

VOLUNTEER AGREEMENT

This letter sets out what we can each reasonably expect from your volunteering role within Vector24. Vector24 appreciates you volunteering with us and is committed to providing volunteers with a supportive environment. We hope that you will find your volunteer experience enjoyable and rewarding.

1. VOLUNTEER ROLE

- 1.1. Your role as volunteer is Volunteer Outreach Support Driver. A volunteer role description for your role will be provided to you separately. We hope that you will be able to volunteer with us for at least 12 months so that we can each get the most from the volunteering experience.
- 1.2. We expect you to perform your role to the best of your ability and to follow our procedures and standards, including our health and safety policy, our equal opportunities policy, our data protection policy and our anti-bribery and corruption policy. You can expect us to deal with you in accordance with our equal opportunities policy.

2. RIGHTS AND RESPONSIBILITIES

- 2.1. We, Vector24, commit to:
 - 2.1.1. provide a thorough induction on our work, our staff, your volunteering role and to provide any initial training you need to meet the responsibilities of your role;
 - 2.1.2. provide adequate and flexible supervision and support to you in your volunteering role;
 - 2.1.3. explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
 - 2.1.4. provide a named person who will meet with you regularly to discuss your volunteering and any problems;
 - 2.1.5. do our best to help you develop your volunteering role with us;

- 2.1.6. repay expenses incurred during your volunteering, following the procedures set out below;
- 2.1.7. provide adequate training in support of our health and safety policy;
- 2.1.8. provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us;
- 2.1.9. ensure that all volunteers are dealt with in accordance with the values of equal opportunities, which are set out below;
- 2.1.10. try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us; and
- 2.1.11. in the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in our volunteer policy.

2.2. Volunteers are required to:

- 2.2.1. respect the organisation's values and principles and adhere to the organisation's rules and procedures;
- 2.2.2. perform your volunteer role to the best of your ability;
- 2.2.3. maintain the confidential information of the organisation and its service users;
- 2.2.4. meet the time commitments and standards that you have agreed to; and
- 2.2.5. provide referees as agreed who may be contacted, and to agree to any background checks that may be required.

3. INDUCTION AND TRAINING

- 3.1. We will provide an induction explaining what we do and how volunteers fit within our organisation. We will also provide training to assist you to meet the standards we expect from volunteers and to ensure your health and safety.
- 3.2. We will provide you with training and development opportunities throughout your time volunteering with us. This will include opportunities to achieve accredited qualifications and personal growth. You should speak to the Operations Manager if there are any training and development opportunities that you are interested in.

4. SUPERVISION AND SUPPORT

- 4.1. Your main point of contact during your volunteering with us is your area Outreach Support Officer. You will have regular meetings with them to agree targets for your volunteering role and discuss any problems or complaints you may have.
- 4.2. Please give your area Outreach Support Officer or the Engagement Support Officer as much notice as possible if you are unable to volunteer when expected.

5. EQUAL OPPORTUNITIES

- 5.1. We are committed to promoting a culture in which diversity and inclusion is valued and everyone is treated with dignity and respect.

5.2. As part of our zero-tolerance approach to discrimination in any form, everyone connected with Vector24 will receive equal treatment regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation (**Protected Characteristics**).

5.3. As a volunteer of Vector24, you must not unlawfully discriminate against or harass other people, including anyone connected with Vector24, any of our service users, and other third parties you may come into contact with while volunteering with us.

6. RULES, POLICIES AND PROCEDURES

You are required at all times to comply with our rules, policies and procedures in force from time to time (including those set out in our volunteer handbook), copies of which are always available from the volunteer portal on our website. It is your responsibility to familiarise yourself with the contents of our rules, policies and procedures.

7. PROFESSIONAL BOUNDARIES

7.1. All service users must be treated with professionalism and respect. No favouritism or differential treatment should be shown between different service users.

7.2. It is unacceptable for personal relationships to develop between volunteers and service users or their family in any way, including via electronic communication such as text messages, e-mail or social networking sites.

7.3. Volunteers have a responsibility to discourage or not allow over reliance of service users on one volunteer, by encouraging and enabling service users towards independence.

7.4. In some cases, you may already have a pre-existing relationship with a service user. In cases like these, it is important to make us aware of this as soon as possible.

8. EXPENSES

We will reimburse certain out-of-pocket expenses incurred in connection with your volunteering for us. Details of these expenses and how to claim them are set out below.

Expenses will only be reimbursed if they:

- are submitted to the Engagement Support Officer on the appropriate claim form;
- are submitted within 28 days of being incurred;
- have been authorised in advance by the Engagement Support Officer if the expense is for amount over £100;
- are supported by relevant documents (for example, receipts, tickets, and credit or debit card slips); and
- are authorised in advance where required.

Claims for authorised expenses submitted in accordance with this policy will be paid directly into your bank/building society account via payroll.

Any questions about the reimbursement of expenses should be put to your area Outreach Support Officer before you incur the relevant costs.

Travel expenses

We will reimburse the reasonable cost of necessary travel in connection with our business. The most economic means of travel should be chosen if practicable and you should use existing travel cards or season tickets wherever possible. The following are not treated as travel in connection with our business:

travel between your home and usual place of work;

travel which is mainly for your own purposes; and

travel which, while undertaken on our behalf, is similar or equivalent to travel between your home and your usual place of work.

Trains. We will reimburse the cost of standard class travel on submission of a receipt with an expenses claim form.

Taxis. We do not expect you to take a taxi when there is public transport available, unless it is cost effective due to a significant saving of journey time or the number of staff travelling together. A receipt should be obtained for submission with an expenses claim form.

Car. Where it is cost effective for you to use your car for business travel, and you have been authorised to do so, you can claim a mileage allowance on proof of mileage. The current mileage rate is £0.45 per mile, however this may be amended at any time. You can also claim for any necessary parking costs which must be supported by a receipt or the display ticket.

Air travel. If you are required to travel by plane in the course of your duties you should discuss travel arrangements with your line manager in advance.

We will not reimburse penalty fares or fines for parking or driving offences, other than at our discretion in exceptional circumstances.

Accommodation and other overnight expenses

If you are required to stay away overnight in the course of your duties you should discuss accommodation arrangements with the Engagement Support Officer in advance.

We will reimburse your reasonable out-of-pocket expenses for overnight stays provided they are supported by receipts.

9. INSURANCE

We will provide adequate insurance cover for you while you are undertaking voluntary work approved and authorised by us.

10. CONFIDENTIALITY

In the course of providing your volunteering services, you may have access to confidential information relating to Vector24 or our clients. We expect you not to use or disclose this information to any person either during your volunteering experience with us or at any time afterwards.

11. DATA PROTECTION

11.1. Vector24 will collect and process information relating to you in accordance with data protection laws.

11.2. By signing this agreement, you agree to Vector24 using your personal data, including your personal and contact details, for our legitimate interests. This will include, but is not limited to, you being copied into emails between staff and other volunteers, being added into the Vector24 WhatsApp group, and service users being provided with your personal contact number.

12. LEAVING

12.1. We ask that you give us as much notice as possible if you want to stop volunteering with us so that we can rearrange our rota.

12.2. We may terminate this agreement at any time, for any reason, without the need to give any notice to you. Nevertheless, where possible, we will give you as much notice as possible of any decision by us to terminate this agreement.

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

12.4. Please acknowledge that you understand the contents of this letter by signing, dating and returning the enclosed copy.

Yours sincerely,

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On behalf of Vector24

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Date

I understand the contents of this letter.

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Signed by:

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Date