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# PSPA Volunteer Agreement

Volunteers are an important and valued part of the PSPA, and we hope that your experience with us is enjoyable and rewarding.

This agreement outlines what you can expect from us, and what we ask from you. It should be read in conjunction with the role description that relates to your role. It is not a legal contract but describes the commitment between PSPA and you. Neither of us intends any employment relationship to be created either now or at any time in the future.

**As a volunteer with the PSPA you can expect:**

* To have a thorough induction on our work, our staff, and your volunteering role.
* Training you will need to meet the responsibilities of your role.
* Access to adequate and flexible support and development in your volunteering role.
* A clear explanation of the standards we expect for our services and encouragement and support to achieve and maintain them.
* Opportunities to develop in your volunteering role with us.
* To be treated with respect and courtesy.
* To be treated fairly and without discrimination.
* Reimbursement of any reasonable expenses incurred during your volunteering.
* Adequate insurance whilst undertaking voluntary work approved and authorised by us.
* That we will try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us.

### **In return we ask that you:**

* Support our aims and objectives.
* Remember that you are a representative of the PSPA.
* Are open and honest in your dealings with us.
* Treat fellow volunteers and staff with courtesy and respect.
* Let us know if we can improve the service and support that you receive.
* Carry out your duties and conduct yourself in accordance with the organisation’s volunteering policy.
* Attend at least one training/peer support session per year.
* Perform your volunteering role to the best of your ability.
* Maintain the confidential information of the organisation and of its clients.
* Act within the limits of any authority given to you.
* Meet commitments and standards agreed to, except in exceptional circumstances, and let us know if your circumstances change so alternative arrangements can be made.
* Respect the organisation’s values and principles and to always follow the organisation’s policies and procedures including:

Data protection

Confidentiality

Safeguarding of Vulnerable Adults

Micro Volunteers are able to obtain copies of the above polices if they wish, by contacting [volunteering@pspassociation.org.uk](mailto:volunteering@pspassociation.org.uk)

Signed Date:

Print Name:

Signed (Director of Engagement) Date:

Print Name: