

Look Good Feel Better Volunteering agreement

This Volunteer Agreement is a description of the arrangement between us, Look Good Feel Better also referred to as 'the Charity' and you ('the Volunteer') in relation to your voluntary work.

The intention of this agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

This volunteering agreement sets out the Charity's expectations of you in the role of volunteer and what you can expect from the Charity.

As a volunteer you will not receive any remuneration, benefits or other allowances, unless prior written agreement with Look Good Feel Better.

The Charity commits to the following:

Induction and training

The Charity will provide to you:

1. an induction process to the Charity's work and its employees; and
2. any necessary training that is agreed will enable you to effectively carry out your volunteer role.

Supervision and support

The Charity will:

1. communicate to you the required standard of service provided by the Charity and support you to achieve and maintain this standard;
2. allocate a named member of staff who will be your main point of contact;
3. provide support to allow you to develop positive working relationships with other volunteers and Charity employees.

Arrangements for addressing volunteer complaints or concerns

The Charity will endeavour to fairly and appropriately resolve any complaints or concerns you encounter during the course of your volunteering activities with the Charity. Please initially raise them with Dulcie Rowe, Head of Programme Services, to allow the Charity to investigate and resolve these.



Volunteer commitment:

I agree to be a volunteer with Look Good Feel Better and commit to the following:

- to help the Charity fulfil their services to the agreed standards which have been clearly explained to me
- to perform my volunteering role to the best of my ability
- to perform my volunteering role to the required timescales
- to adhere to the Charity's policies and procedures, including the code of conduct
- to maintain the confidentiality of the Charity's information, and that of its clients both during and after your volunteering role
- to ensure that any private vehicles used to carry out the volunteering role and appropriately taxed and insured. The vehicle will also be maintained and serviced in line with manufacturer's recommendations
- to let the Charity know in writing (email, text etc) as soon as possible when I am unable to volunteer so that the Charity can make other arrangements

Data protection

The Charity collects and processes certain types of data about you and does so in line with current data protection legislation. Please read the Charity's privacy notice which is on the Charity's website for more information about the types of data processed and the reasons for the processing.

You shall make yourself aware of the Charity's policies in relation to compliance with data protection obligations and undertake to act in accordance with these at all times, including exercising reasonable care to keep safe all documentary or other material containing confidential information. You shall inform the Charity immediately upon discovery of a data breach.

Acknowledgement

By carrying out volunteering activities on our behalf you acknowledge that you have received and understood this agreement. You agree to carry out your volunteering role in line with the expected standards. You will also maintain confidentiality of any information received regarding the Charity during your volunteering role.

This agreement is not intended to be a legally binding contract and is binding in honour only.

The agreement does not create an employer-employee relationship and may be cancelled at any time at the discretion of either party.