

## **seescape - Volunteer Agreement**

In order to make sure volunteer experiences are as enjoyable as possible this agreement is designed to give volunteers a clear outline of what we expect from them and what volunteers can expect from us.

### **Description of volunteer role(s)**

This is described in more detail on the attached sheet giving the day, time and venue of volunteering and varies depending on volunteer role(s).

### **What we need from volunteers -**

#### **Commitment**

Volunteers will get the most out of volunteering if they are able to make a regular commitment as this is how relationships are built with clients and other members of staff at seescape. If volunteers are unable to do their role on a previously agreed time or day, or are on holiday they should inform their Named Person at seescape as soon as possible.

#### **Boundaries**

It is important that volunteers keep to the arrangements made at the start of volunteering agreement. If further clarity is required please speak to your Named Person.

#### **Confidentiality**

Volunteers will maintain the confidentiality of seescape's clients and not discuss personal information outwith seescape or amongst other volunteers. In certain circumstances it may be necessary to breach a client's confidence e.g. safeguarding purposes if their health and safety is compromised. In this situation any concerns must be passed onto seescape as a matter of urgency.

#### **Expenses**

Please claim travel expenses on the form you are given and claim these monthly by email to your Named Person. We will ask for bank

details so these can be paid by bank transfer. If these arrangements are not suitable, please discuss with seescape.

### **Insurance – not applicable to not traveling by car as part of their volunteering role**

If using your car to transport seescape clients, details of car insurance, car tax, M.O.T. will need to be provided and DVLA licence checked annually. The Community Engagement Co-ordinator will also check any car insurance covers volunteering duties. (This will not apply during telephone befriending, but should the partnership evolve into a face to face partnership using the volunteer's car, this will be reviewed)

### **Gifts**

Gifts of anything other than a trivial nature should not be accepted or offered. If in doubt, please seek guidance from your Named Person.

### **Health and Safety**

Volunteers are expected to follow seescape's health and safety policies and relevant risk assessments as these are designed to keep both volunteers and clients safe.

### **Identification Badges**

Volunteers will be provided with an identification badge which should be worn when volunteering. Volunteers should request a badge if they want one, if they are meeting any clients, face to face.

### **Equality**

It is expected that volunteers will follow seescape's equality policies and treat clients, other volunteers and seescape staff members with respect, tolerance and acceptance at all times.

### **Training and Meetings**

Volunteers will be expected to attend initial training on, for example, induction and complete tasks and talk through questions and issues with their Named Person. Other training and support can be offered and is tailored to your own volunteering role, needs and preferences. Speak to your Named Person about this, to make sure you have the right support provided for your role and responsibilities.

## **What you can expect from us**

### **A positive volunteer experience**

We want to ensure that time as a volunteer with seescape is as enjoyable and worthwhile as possible and makes use of volunteers' skills and life experience.

### **Induction and Training**

We will provide volunteers with a full induction to seescape and the training necessary for the volunteering role being undertaken.

### **Support**

We will provide support for volunteers and give volunteers the opportunity to do this either face to face, by phone or email. You can request support on any aspect of your Volunteering role and responsibilities at any point in time. Your Named Person will be able to discuss what will work best for you.

### **A Named Person**

There will be the provision of a Named Person – someone within our organisation who you can contact if they have any concerns or ideas about their volunteering. For those involved with the Community Engagement Project (ie befriending and social groups) this is the Community Engagement Coordinator. For other volunteers, you will be allocated the most appropriate person.

### **Equality Policy**

We will follow seescape's equality policies and treat volunteers with respect, tolerance and acceptance at all times.

### **Expenses**

We will reimburse any agreed out of pocket expenses incurred during volunteering.

### **Insurance**

seescape has public liability insurance which covers volunteers.

### **Health and Safety**

We will work with volunteers to ensure that they have a safe environment in which to volunteer and relevant risk assessments will be undertaken to keep both volunteers and clients safe.

## Concerns

It is the responsibility of volunteers' Named Person to listen to any concerns they may have about their volunteering. They will take volunteers' concerns seriously and discuss with them how these can be resolved or what further action may need to be taken. They will always want to hear from volunteers as soon as volunteers have any concerns rather than waiting for a pre-arranged review or support meeting.

## When things go wrong:

If for whatever reason, the volunteer does not comply with seescape's policies and procedures, (e.g. put themselves or someone they are supporting, in danger or at risk of harm) then steps will be taken to remedy the situation and prevent it from happening again. There are different mechanisms for this, and the nature of the incident will determine the intervention to address it, for example:

- Informal meeting (as required).
- Formal meeting – written records taken, and action plan agreed with outcomes for volunteer clarified.
- Final stage – dismissal.

If the issue is significant seescape can immediately dismiss a volunteer, without following this above protocol e.g. if a criminal act/offence has taken place, or alleged to have taken place, or for other acts of a serious nature, for example falsifying expense claims, or breaching confidentiality.

## Policies

seescape agrees to regularly review its policies in relation to volunteering. At any point in time volunteers can request the policy/ies for further clarity/information.

## I have read and understood this agreement:



expanding horizons for people  
with sight impairment



Signed .....(Volunteer)

Name .....(Please print)

Date .....

Signed.....(Named Person at  
seescape)

Name.....(Please print)

Date.....

Last updated 14072021