



## Volunteer Agreement

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This Volunteer Agreement describes the arrangement between KCA (UK) and you and covers any period of volunteering with KCA (UK). It does not constitute a contract of employment of service and does not, either directly or indirectly, imply statutory employment rights applicable to paid staff, other than for such matters as health and safety obligations and the general duty of care. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

KCA (UK) Service Base.....

Volunteer Name.....

Volunteer Role.....

### **1.0 Part I: The Organisation**

Under this agreement KCA (UK) will:

#### **1.1 Induction and training**

- Endeavour to provide induction and/or training on the work of KCA (UK), its staff, clients and volunteering with KCA (UK) enabling you to meet the responsibilities of your role. The Volunteer Handbook provides full details of the organisation.

#### **1.2 Supervision, support and flexibility**

- Explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- Provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems.
- Provide regular and appropriate support/supervision (if supervision is appropriate to your role).
- Do our best to help you develop your volunteering role with us.
- Respect your skills, dignity and individual wishes and to do our best to meet them.
- Provide you with a reference when moving to paid or voluntary work with another organisation.

#### **1.3 Health and safety**

- Provide a safe environment wherever you may volunteer.
- Provide adequate training and feedback in support of our health and safety policy, a copy of which is available from the KCA (UK) website.

#### **1.4 Insurance**

- Provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

### **1.5 Policies and Procedures**

- Provide policies and procedures to enable you to express concerns and grievances and a structure for feeding ideas into the organisation's decision making structure.
- Keep you informed of any changes in organisational policy or procedures or any other matters which may affect your voluntary work.

### **1.6 Equal opportunities and Confidentiality**

- Ensure you are not discriminated against by paid staff, service users, other volunteers, visitors or members of the public, nor have your personal details discussed in an inappropriate manner.
- Ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is set out in the Volunteer Handbook or Personal Development Folder.

### **1.7 Problems**

- Try to fairly resolve any problems, grievances and difficulties you may have while you volunteer with us. In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteer Handbook.

## **2.0 Part 2: The Volunteer**

Under this agreement, my responsibilities are that I: -

### **2.1 Induction and training**

- Agree to attend training sessions as arranged by KCA (UK) relating to my volunteering role.

### **2.2 Supervision, support and development**

- Agree to attend Line Management meetings and supervision sessions (if supervision is relevant to my role) as required by KCA (UK) for its volunteers.
- Agree to inform the Service Manager (and Supervisor, if relevant) of anything that may impede my effectiveness as a competent volunteer.
- Agree to work reliably and perform my volunteering role to the best of my ability.

### **2.3 Flexibility**

- Agree to inform KCA (UK) as early as possible if I am unable to continue to volunteer for the organisation and to give as much warning as possible whenever I cannot attend when expected.
- Agree to offer my time on a regular basis over a 46 week period during any year.
- Will endeavour to arrange holiday periods in a way that causes least disruption to the efficient running of the Service.
- Undertake to inform my Line and Service Manager of any period of absence well in advance.

### **2.4 Health and safety**

- Agree to work safely and efficiently with due regard for personal safety and the safety of others, including the public.
- Familiarise myself with all fire and safety precaution/ procedures.
- Report any safety hazard or hazardous occurrence which comes to my notice.

## **2.5 Confidentiality**

- Undertake never to reveal or betray any confidential information about the organisation, its clients or staff during or after my period as a volunteer.
- Will only accept any communication/confidence/information during the course of my role that my Supervisor, Line Manager and the Service Manager can be party to.

## **2.6 Policies and Procedures**

- Agree to comply with all KCA (UK)'s policies and procedures applicable to my work as a Volunteer. I am aware that a complete contemporary set of policies and procedures can be accessed on the KCA (UK) website.
- Agree to become familiar with and to work to all KCA (UK)'s policies and procedures as they are developed and to abide by these.
- Agree, if it is appropriate to my role, to keep records of my volunteering work up to date, submit regular monthly expense returns, if applicable, and undertake all the necessary procedures to ensure protection for KCA (UK)'s clients.
- Agree, if it is appropriate to my role, to keep the Service Administrator fully informed of all appointments and agree that all correspondence to or about clients is undertaken through them and that all such correspondence is seen by the Service Manager before it is sent.
- Agree, if, and as, appropriate to my role, to make regular, accurate statistical returns, relating to the clients I have seen, on the forms provided by KCA (UK).

## **2.7 Equal opportunities**

- Agree not to act in a discriminatory way toward other volunteers, service users and paid staff, visitors or members of the public.

## **2.8 Other Responsibilities**

- Accept that KCA (UK) will not accept any responsibility for any work undertaken by me outside the organisation (other than under its auspices).
- Will notify KCA (UK) of any additional paid or unpaid work that I am undertaking, either at the commencement of my volunteer work, or during the course of it. I realise that, if KCA (UK) does not deem this work to be appropriate or consistent with my voluntary work for KCA (UK), it may terminate this agreement.
- Understand and agree that any earnings I receive from work related, directly or indirectly, to KCA (UK)'s business activities (for example, training and consultancy) must be reimbursed to KCA (UK).
- Agree to be alcohol and drug free at all times (other than prescribed medication) when I am working in the organisation or representing the organisation in any way.
- Agree that I will conduct myself at all times in a manner that will not bring the organisation into disrepute.
- Agree to uphold KCA (UK)'s aims, objectives and values (Purpose and Principles).

**3.0 Part 3: Additional Conditions of this Agreement**

**3.1 Personal Data**

- From time to time it may be necessary to process sensitive personal data such as, for example, information relating to an individuals ethnic origin for equal opportunity monitoring.

**3.2 Data Protection Act 1998**

- For the purpose of the Data Protection Act 1998 the volunteer gives his/her consent to the holding and processing of personal data provided by the volunteer to KCA (UK) for all purposes relating to their volunteering.

**3.3 Copyright**

- Copyright, registered and unregistered design rights and any other intellectual property rights in any materials in any medium produced by the volunteer during the course of their employment shall belong to KCA (UK) and the volunteer must return all such materials and any copies in their possession to KCA (UK) on request.

**3.4 Use of E- Mail and Telephones**

- Where volunteers are provided with access to telephones and computers, these should be for business use. Volunteers must comply with KCA (UK)'s rules on the use of such equipment and KCA (UK) reserves the right to monitor e-mail and internet communications.

**4.0 Part 4: Agreement**

- Agree to volunteer with KCA (UK) based on the Role Description supplied to me and in accordance with this agreement, to assist the work of KCA (UK) in addressing the needs of people who are concerned about their own or somebody else's drug and/or alcohol use and/or mental health.
- My volunteering role can be terminated by myself or by KCA (UK)'s Chief Executive (or designated employee) at any time without reasons being given on either side.

Agreed time offered and regularity (See Part 2 Flexibility above)

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Volunteers are an important and valued part of KCA (UK). We hope that you enjoy volunteering with us and feel a full part of our team.

This agreement tells you what you can expect from us and what we expect from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best.

Note: This agreement is binding in honour only, is not intended to be a legally binding contract of employment 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.