

# IPSWICH OUTREACH

## Volunteer Contract of Commitment

We, the Ipswich Outreach charity and trustees, value your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. This agreement describes the arrangement between you and the Outreach charity.

When you join us we agree to provide:-

**Induction** – Within the Soup Kitchen the group leader will provide you with an induction.

The responsibility of the shop and other areas of the charity will be provided by the charity management.

**Support and flexibility** – We will explain the service standards we expect and will support you to achieve and maintain them.

**Health & Safety** – Every volunteer has the right to a safe environment when volunteering for us.

Volunteers have a duty to take care of their own health and safety and that of others who may be affected by your actions. Volunteers must co-operate with the charity and volunteers to help everyone meet their legal requirements. A copy of our full health and safety policy is available at <https://www.ipswichoutreach.co.uk/volunteers/>

**Insurance** - We provide insurance to cover you while you are doing a volunteering activity approved and authorised by us. The details are available on request.

**Problem solving** - We will try to resolve any problems, differences, and difficulties you may have while you volunteer with us. If we cannot resolve the issues, we will meet with you as defined in our problem-solving procedures available at <https://www.ipswichoutreach.co.uk/volunteers/>.

In return we ask that ...

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I, *[please enter name]* \_\_\_\_\_

agree to the following terms and conditions as a part of my role as a volunteer within Ipswich Outreach Charity [164938] as a dedication to its mission, beliefs and values.

I will protect the Charity's brand.

I will attend my scheduled rota sessions and when I am unable to attend, I will provide 72 hours' notice to enable rescheduling so that the Charity is not impacted in the provision of its services. I understand that if I have 6 absences in any six month period (unless due to illness or prior arrangement) then I will have to stand down as a volunteer.

I will arrive on time for each session and stay until I am instructed that the tasks are complete, and the shift has finished.

I will give the highest quality and commitment to the service I provide on my shifts.

I will undergo initial and continued training where appropriate and when scheduled.

I will follow the advice, guidelines and direction of the Chair of the Trustees and Trustees where relevant all the time.

I will maintain confidentiality of the charities service users.

I will safeguard the service users following the charities safeguarding process.

I will raise concerns or observations that are relevant to the work of the Charity to a Trustee via phone, email or in writing, so that they can be managed, and a trail of communication can be established.

I acknowledge that the Chair of Trustees with the agreement of the board of trustees, may ask me to relinquish my role at any-time based on fair investigation or following a formal disagreement, and I will do so if, and when required.

I will not engage on social media in a negative way or in any way that damages the Charity and its intentions including The Chair, Trustees, and other volunteers.

I will protect those recipients of the Charity's services and refrain from public comment or posting on social media platforms.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# IPSWICH OUTREACH

## Volunteer data

To comply with data protection policy, we need your up-to-date information. Please complete the following form. Our full policy, including why this data is needed is in our data protection policy [<https://www.ipswichoutreach.co.uk/volunteers/>]

Full Name		
Address		
Address 2		
Town		
Postcode		
Contact Telephone	Home	Mob
EMAIL		
Emergency Contact	Name	Contact Telephone
I am over 18 years old <b>Y/N.</b>	<b>If no</b> – enter responsible adults name* (must also be volunteer)	
I would like to receive email newsletters and other volunteering communications <b>Y/N</b>	Email address -	

Your Group Number:	
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I have watched the Environmental Health video \_\_\_\_\_

Video can be found at <https://www.ipswichoutreach.co.uk/volunteers/>

**(Please sign)**

\* if the volunteer is under 18, then enter parent/guardian/responsible adults name (This person is fully responsible and will be with the under 18 at all times during the duty)

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## Issue control

Draft A for internal review.	June 17 <sup>th</sup> 2021
Draft B for further discussion	June 20 <sup>th</sup> 2021
Draft C for re-review	October 1 2021
Draft D for Issue	October 4 2021
Issue 1	October 16 2021