



## **Volunteer Agreement – Social Media Advocate**

### **Vision, mission and values**

Our vision is to see an end to the need for food banks in the UK. The Trussell Trust supports food banks across the UK to provide emergency food and compassionate, practical support to people in crisis, while campaigning for a UK without the need for food banks.

Without the thousands of volunteers donating their time, the charity and its network of food banks simply would not be able to support the thousands of people in crisis.

### **Aim and scope of the agreement**

This agreement aims to provide guidance for volunteers who have accepted an agreed role within the charity and the staff who supervise them.

The agreement forms part of our commitment to volunteering, acknowledging the hugely valuable contribution that volunteers make.

### **Our volunteering principles**

- volunteers are recognised as equal partners in achieving the aims of the charity
- all volunteers are recruited fairly and consistently in line with our recruitment processes
- volunteers are integrated into the structure of the charity and can actively contribute to the charity's work
- staff at all levels will engage positively with volunteers
- volunteers will be provided with necessary training and support

## **Equality, diversity and inclusion**

The charity is committed to embracing diversity and promoting equality and inclusion. When representing the charity as a volunteer we expect you to support our commitment to promoting equality.

## **Volunteer agreement**

What you can expect as a volunteer:

- to be involved with an organisation that is dedicated to ending hunger
- to be welcomed and treated with courtesy and respect
- clear instructions, information and advice to assist you in your role
- to be consulted and informed regarding any possible changes to your role
- to be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins or socio-economic background
- a named, Main Contact, for support
- to have your right to privacy respected
- recognition and thanks

The Trussell Trust expects volunteers to:

- uphold and champion the vision, mission and values of the charity
- remember that you are a representative of the charity
- collaborate positively with others throughout your time as a volunteer
- be open and honest in your dealings with us
- comply with relevant policies and procedures
- meet mutually agreed expectations around your role and to communicate with your Main Contact if these cannot be met
- let us know if we can improve the service and support that you receive
- let us know if you wish to change the nature of your volunteering role or if you are unable to continue as a volunteer

## **Recognition**

We rely heavily on volunteers and will endeavour to thank them and show appreciation regularly.

## **Expenses**

We do not anticipate a requirement for any out of pocket expenses incurred whilst undertaking your volunteering role. If you have any queries regarding expenses please discuss this with your Main Contact.

## **Insurance, risk assessment and health and safety**

All volunteers are covered by our public liability insurance.

Each volunteer role will have an associated risk assessment alongside the Trussell Trusts Health and Safety policy.

Any training necessary to carry out your role safely will be provided and training needs will be regularly reviewed.

## **Problem solving**

Problems may arise in a number of different ways. A volunteer may make a complaint about another volunteer or a member of staff at the Trussell Trust itself.

In cases of difficulty, we:

- endeavour to get it right from the beginning, by following guidance on good practice, having up to date policies and listening to the concerns of volunteers
- offer means to achieve reconciliation when things go awry by ensuring everyone knows what to do when something goes wrong and appointing somebody to monitor volunteers' complaints
- accept responsibility for ensuring volunteers' complaints have a fair hearing

Any complaint (oral or written) will be examined quickly and effectively. If there is no satisfactory resolution the volunteer will be referred to a senior manager, who will provide a written response within 10 working days.

If the complaint relates to potentially criminal activities involving safeguarding of the charity's beneficiaries, volunteers and staff, it will be reported to the police and the appropriate the regulatory authorities for charities.

### **Safeguarding**

We are committed to providing and promoting a safe environment for children and vulnerable adults. This means we want to protect their health and wellbeing and human rights, and enable them to live free from harm, abuse and neglect. In the course of your volunteering you may come across a cause for concern with regard to safeguarding vulnerable people. The charity has clear procedures for reporting concerns. The first course of action is to inform your Main Contact immediately.

The charity also has established procedures for dealing with allegations of abuse against members of staff or volunteers. Allegations which involve potentially criminal activities will be reported immediately to the police.

### **Confidentiality**

Whilst volunteering you may have access to or learn of information of a confidential nature. We expect all volunteers to comply with our confidentiality guidelines and sign up to our confidentiality agreement.

### **Modern Slavery**

We have a zero-tolerance approach to modern slavery and human trafficking. We are committed to ensuring there is transparency in our organisation and in our approach.