

LANGHAM COMMUNITY SHOP ASSOCIATION

VOLUNTEER AGREEMENT

This Volunteer Agreement describes the arrangement between The Langham Community Shop Association Limited (LCSA) and you.

PART 1, THE ORGANISATION: *to be retained by the Volunteer*

Your role as a volunteer is to assist in the Shop in accordance with the directions given in the *Procedures Manual* and the *Quick Checklist for Volunteers* whilst observing any additional directives described in the *Health & Safety Manual*.

You can expect the following from LCSA:

- 1. Induction and training** LCSA will provide:
 - a thorough induction on the work of LCSA, its Management Committee, volunteers, Shop Manager and Volunteers' Co-Ordinator;
 - full training suitable to meet the responsibilities for your volunteering role within the organisation.

- 2. Supervision, support and flexibility** LCSA will:
 - endeavour to ensure that you are on a shift on the rota at a time that suits you and with a volunteer with whom you can, between you, successfully work within the parameters set out in the *Procedures Manual* and *Health & Safety Manual*;
 - ensure that, should the need arise, the Manager or Volunteer Co-Ordinator or a committee member will be available to you in person or by telephone to discuss your volunteering and any successes and problems;
 - do its best to help you enjoy your volunteering role with us.

- 3. Health and safety**

LCSA will provide adequate training in our health and safety policy, a copy of which is in the Stock Room/Office and which must be read by each volunteer. Please sign your individual training sheet to indicate that you have looked/been shown the *Health & Safety Manual*.

- 4. Insurance**

LCSA will provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us.

- 5. Equal opportunities**

LCSA will ensure that all volunteers are treated in accordance with our Equal Opportunities Policy, a copy of which is set out in the *Procedures Manual*.

- 6. Problems**

LCSA will try to resolve fairly any problems, complaints and difficulties you may have whilst you volunteer with us; in the event of an unresolved problem, LCSA will offer an opportunity to discuss the issues in accordance with the Complaints Procedure set out in the *Procedures Manual*.

Signed by the Volunteers' Co-ordinator

Cath Hine: 01206 322274 E-mail: cathhine1@gmail.com

PTO

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

PART 2, THE VOLUNTEER: *to be retained by the volunteer*

LCSA expects you to:

- assist (during your specified times as a volunteer on the rota) LCSA to remain open and provide its normal service to customers during advertised opening hours;
- perform your volunteering role to the best of your ability and where possible in accordance with the *Quick Checklist for Volunteers*;
- follow the organisation's procedures, as set out in the *Procedures Manual* and in observance of directives as described in the *Health & Safety Manual* in relation to its staff, volunteers and customers;
- endeavour to meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible;
- observe that it is the policy of the organisation that volunteers should work in pairs. Some volunteers through choice or necessity do, from time to time, work alone. These volunteers have signed our 'Working Alone' disclaimer.

**A COPY OF THIS AGREEMENT CAN BE FOUND IN THE BACK OF THIS PACK
TO BE SIGNED AND RETURNED TO THE VOLUNTEERS' CO-ORDINATOR**

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

PART 2, THE VOLUNTEER:

COPY TO BE COMPLETED, SIGNED AND RETURNED TO THE VOLUNTEERS' CO-ORDINATOR

LCSA expects you to:

- assist (during your specified times as a volunteer on the rota) LCSA to remain open and provide its normal service to customers during advertised opening hours;
- perform your volunteering role to the best of your ability and where possible in accordance with the *Quick Checklist for Volunteers*;
- follow the organisation's procedures, as set out in the *Procedures Manual* and in observance of directives as described in the Health and *Safety Manual* in relation to its staff, volunteers and customers;
- endeavour to meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible;
- observe that it is the policy of the organisation that volunteers should work in pairs. Some volunteers through choice or necessity do, from time to time, work alone. These volunteers have signed our 'Working Alone' disclaimer.

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Volunteer's signature

Name:
Address:
 Post code
Contact phone no: home: mobile:
E-mail:
Date of Birth (if under 18):
Contact phone no. of parent or guardian: home:
mobile: e-mail:
Signature of parent or guardian:
Date:

By completing this form you are consenting for LCSA to hold the information provided for the purposes of communicating with you during the period of your volunteering with us. We hold the ages of young people for the purpose of safeguarding, and ensuring compliance with the law with regard to the sale of restricted goods. The data will not necessarily be removed from our record unless you advise us in writing that you are terminating your volunteer agreement and want the data we hold destroyed.

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