



Mind in Taunton & West Somerset
The Market Building
Canal Road
Taunton
TA1 1PN

For better
mental health

T: 01823 334906
E: mail@mindtws.org.uk
W: www.mindtws.org.uk

Volunteer Agreement

This Volunteer Agreement describes the arrangement between Mind in Taunton & West Somerset (Mind TWS) and you. 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.

Part 1: the organisation

Your role as a volunteer is [*state nature and components of the volunteering role*] and starts on [*date*]. This volunteering role is designed to support Mind TWS in delivering services to the community which support wellbeing and mental health.

You can expect Mind TWS to provide:

1. Induction and training

- To provide a thorough induction on the work of Mind TWS, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role. The project for which your role is with will provide full details of the organisation.

2. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
- To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems;
- To do our best to help you develop your volunteering role with us.

3. Expenses

- To reimburse these expenses following the expenses which will be outlined in your induction
 - Travel to and from home to Mind TWS and during your role: see the travel policy for rules on methods of travel and car mileage allowances

Specialist clothing or equipment where this is required and provided by you.

- Actual cost of crèche, childminding fees or other dependant costs incurred by you in order to be able to volunteer.
- Please keep all your receipts to give to us when we reimburse your expenses.

4. Health and safety

- To provide adequate training and feedback in support of our health and safety policy, a copy of which will be provided as part of your induction.

5. Insurance

- To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by Mind TWS.

6. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which will be provided at induction.

7. Problems

- To try to resolve fairly any problems, complaints 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 complaints procedure provided to you at induction.

Part 2: the volunteer

We expect you:

- To help Mind TWS fulfil its aims of providing services to support the community with wellbeing and mental health;
- To perform your volunteering role to the best of your ability;
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
- To maintain the confidential information of the organisation and of its clients;
- 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;
- To provide referees as agreed who may be contacted, and to agree to a Criminal Records Bureau check being carried out where necessary.

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.