

Dorset Mind Volunteer Agreement and Code of Conduct.

This document applies to all Dorset Mind volunteers.

As a volunteer for Dorset Mind, you agree to:

- Help Dorset Mind fulfil its mission and be aware of the charity's core values.
- Ensure you are familiar with your volunteer role description and perform your volunteering role to the best of your ability.
- Become familiar with and adhere to all Dorset Mind policies and procedures that are relevant to volunteers. These are defined in the Handbook (**currently volunteers are to use Staff handbook**) that you will receive when starting your volunteering journey with Dorset Mind.
- Maintain the confidential information of the organisation and of its clients in line with policy and procedure requirements.
- Meet the time commitments and standards required of your role, other than in exceptional circumstances, and to inform your Department Coordinator if you are unable to attend your volunteering session- before this is meant to take place.
- Be responsive and upkeep communication with your teams and relevant others, by replying to correspondence in a timely manner, for example, 3-5 working days. Further details are provided in your New Volunteer Information Guide.
- If you have a Dorset Mind email account, please be aware that there is an obligation to respond to correspondence from Dorset Mind with your Dorset Mind email address.
- Commit to volunteer for Dorset Mind for at least six months- unless otherwise agreed when onboarding.
- Ensure your personal conduct reflects the values of Dorset Mind in all situations and understand that as a volunteer you are representing Dorset Mind to the community.
- Understand that mutual respect is always expected, which includes the use of appropriate and non-offensive language.
- Not use opportunities within Dorset Mind for personal or financial gain.
- Not to volunteer against the interests of the organisation or seek to bring the organisation, its staff, Trustees, volunteers or members into disrepute.
- Declare any conflicts of interest.

Volunteers are not expected to accept abuse either verbal or physical, from anyone. Behaviour by a volunteer will not be deemed disrespectful where it is taken as a reasonable measure to avoid abuse. An example of this might be to appropriately terminate a telephone call where a caller is being verbally abusive.

If a Dorset Mind volunteer experiences any form of verbal or physical abuse, this must be reported to a member of management as a matter of urgency.

As an organisation, Dorset Mind agrees to:

- Provide appropriate training for your volunteer role.
- Provide regular support in a timeframe pertinent to role, which will include a completion of a support session document.
- Define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary role.
- Support you to develop your volunteering role with us.
- Reimburse the following reasonable expenses incurred by you in doing your voluntary role. (receipts must be provided). For example:
 - Travel to and from home to (the office / place of volunteering) and during your volunteering as necessary (45p per mile / public transport fees). Please note there is a cap of £10 for travel expenses per round-trip journey, however this is at the discretion of your Department Coordinator.
 - Any expenses incurred related to the delivery of a Dorset Mind service, e.g. materials, comestibles (only reimbursable with evidence of a receipt and pre-authorisation by your Department Coordinator)

- Provide adequate training and feedback in support of our health and safety policy.
- Provide adequate insurance cover for volunteers whilst undertaking volunteering approved and authorised by us.
- Ensure that all volunteers are dealt with in accordance with all Dorset Mind policies and procedures.
- Endeavour to resolve in a fair and just manner any problems which may be encountered while you volunteer with us.
- Offer an opportunity to discuss an issue in accordance with Dorset Mind policies and procedures.
- If volunteering from Bournemouth office- provide a volunteering environment which is following COVID social distancing measures and Government guidelines.
- Risk assessments around volunteering from home or/and within the offices where volunteering is completed, are done on a regular basis and followed up accordingly.
- Keep volunteers updated to any changes that may affect their role or/and volunteering arrangements.

Dorset Mind provides an environment that is free from discrimination. It is the organisation's expectation that all trustees, employees, volunteers and participants act in such a way to respect each other. All individuals should be treated with dignity and respect.

How we process the information you provide

We take your privacy seriously and promise to never sell your data. You can find out more about your rights, how we use your personal information and how we keep your details safe and secure by reading our Privacy Policy at <https://dorsetmind.uk/privacy-policy/>

This agreement is binding in honour only, is not intended to be legally binding contract 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.

If you agree to the above, please sign your name below.

If you have any questions about anything in this Volunteer Agreement, please speak to a member of the Volunteering Team or your Department Coordinator.

Name: -----

Signature: -----

Date: -----

Volunteer role: -----