



## **Gingerbread Volunteer Agreement**

Our volunteers are a very important and valued part of Gingerbread. We appreciate your energy, passion and dedication, and in return we will do our best to make your volunteer experience enjoyable and rewarding.

Gingerbread believes that our volunteer relationship is built on trust and mutual understanding, honesty and fairness.

This agreement sets out:

- The expectations we have of you as a volunteer
- What you can expect from us

### **As a volunteer we ask that you:**

- Strive to complete your volunteering activities with dedication, positivity and commitment
- Always embody Gingerbread's values of being trustworthy; inclusive; brave; supportive; and ambitious
- Take part in your induction, essential training, and as far as possible attend other training opportunities and meet ups
- Meet agreed time commitments and let us know as soon as possible if you're not able to attend so alternative arrangements can be made
- Carry out the tasks described in your role description, and unless otherwise agreed, keep to your role
- Seek support and guidance when you need it, for yourself and for others
- Are a part of Gingerbread, keeping in regular touch with us and knowing what we do
- Let your named contact or other appropriate person know if you have any complaints, concerns or feedback
- Report any safeguarding concerns or health and safety concerns to your named contact as soon as possible
- Be an ambassador for Gingerbread, always being positive and supportive of our organisation
- Conduct yourself in an appropriate manner at all times, treat everyone with dignity and respect and refrain from anything that may be deemed as inappropriate, unfriendly, potentially abusive or that places you or another person at a risk of harm

- Maintain confidentiality of Gingerbread's activity, the people we work with and our team of staff and fellow volunteers
- Operate within Gingerbread's policies and procedures which are outlined in the volunteer handbook and training, in particular:
  - [Code of Conduct](#)
  - [Confidentiality Policy](#)
  - [Equity and Inclusion Policy](#)
  - [Health and Safety Policy](#)
  - [Safeguarding Policy](#)
  - [Whistleblowing Policy](#)

### **In return we will:**

- Appreciate and respect you, and always embody our values
- Introduce you to how our organisation works and your role within it
- Provide you with a named contact available for support, advice or guidance anytime you are volunteering, and the contact details of other members of the team should you need them
- Ensure you receive all necessary information, including about our work, your role, and our policies and procedures
- Induct you to the role and offer ongoing training and support
- Reimburse agreed out of pocket expenses in line with our [Volunteer Expense Policy](#)
- Respect your privacy and follow our [Volunteer Privacy Policy](#)
- Strive to resolve any concerns openly, honestly and fairly, applying our relevant policies and procedures when it's needed
- Seek, respect, listen and learn from your feedback
- Keep you informed of any significant changes
- Implement good health and safety practice to ensure your welfare
- Apply our Equity and Inclusion policy at all times
- Provide insurance cover for all our volunteers
- Encourage a positive, supportive and mutually beneficial volunteering experience
- Operate within all Gingerbread's policies and procedures at all times