

Volunteer Agreement

This volunteer Agreement describes the arrangement between Gloucestershire County Council Libraries & Information and you. It tells you what you can expect from us and what we hope from 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.

Gloucestershire County Council Libraries & Information commits to the following:

1 Induction and training

- To provide a thorough induction on the work of the Library, its staff, your volunteering role and the support and/or training you need to meet the responsibilities of this role.

2 Supervision and Support

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

3 Expenses

To pay the following out of pocket expenses for costs incurred while volunteering:

- Travel undertaken in the course of voluntary work
- Postage and telephone costs (if working from home)
- Protective clothing or other essential equipment as agreed.

Expenses are usually paid monthly and no later than 3 months following the date of your claim. Forms and receipts should be submitted to your supervisor.

4 Health and Safety

To provide a safe workplace and adequate training and feedback in support of our Health and Safety Policy. Your well being is important to us. The volunteer role description highlights any specific health and safety issues which are in addition to the day to day information for all library staff and customers. Your volunteer supervisor will explain health and safety procedures to you. All volunteers also have a duty of care to report any concerns.

5 Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.
- To provide guidelines for volunteer drivers in respect of insurance, safety and screening.

6 Day and times

You will agree days and times with your supervisor. We will endeavour to offer opportunities for flexible volunteering.

7 Absences

Please inform your supervisor as soon as possible if you will not be attending the volunteering session.

8 Fairness and Diversity

To ensure that all volunteers are offered equal opportunities that all our dealings with volunteers are guided by the Gloucestershire Council Council Fairness and Diversity Strategy.

9 Confidentiality and conduct

Volunteers are expected to treat personal information about library users and staff as confidential. Volunteers must adhere to the conduct standards of GCC libraries and Information and conduct themselves safely and thoughtfully. Quality Standards are explained at your induction.

10 Data Protection

Personal information about our volunteers will be kept securely and will only be accessed by authorised personnel, in accordance with the General Data Protection Regulation (GDPR). All records relating to the management of library volunteers will be retained securely for 6 years beyond the end of volunteering with Libraries & Information and then destroyed. When necessary we will contact you with information relating to your volunteer role.

11 Publicity

Publicity is important to promote volunteering but we will always seek consent before using photographs or quoting volunteers.

12 Problems

- To try to resolve fairly any problems, grievances 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 Volunteer Involvement Policy.

Signature.....Date.....