



# Volunteer Agreement

## Context and Overview

This Voluntary Agreement is entered into by Age UK Lambeth and the volunteer on the date of acceptance of this agreement by the volunteer.

The purpose of this Agreement is to set out the terms and conditions under which the volunteer will provide services to the charity as a volunteer.

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## 1. Health and Safety

We are committed to ensuring your well-being and safety whilst you are volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe working environment.

We ask that all volunteers at Age UK Lambeth must:

- Take reasonable care for the health and safety of yourself and other persons who may be affected by your actions or omissions
- Attend any training or briefings that are essential to your role

- Value and respect the rights of our clients
- Meet agreed time commitments
- Co-operate with staff by assisting them to fulfill their statutory duties
- Report accidents/incidents or dangerous circumstances to a paid member of staff, whether or not any person has been injured
- Be aware of actions to take when an emergency situation arises and who, from Age UK Lambeth, to contact for support (see support section below)
- Adhere to any other organisational rules and standards that apply to the work carried out by the volunteer

## **2. Client Confidentiality**

We ask that the volunteer must keep client information confidential. Do not disclose any sensitive information learned or obtained whilst volunteering to a third party.

"Confidential information" includes, but is not limited to, personal information, medical information, and any other sensitive or proprietary information of the client.

When someone gives us any confidential information, they need to be sure that we will not pass this on to anyone else without their prior permission. The only exception to this is if you have been given any information which raises a concern for you - for example, a risk to a person's health or a child protection issue. In this case, you will be expected to share this with you the volunteer coordinator or the service coordinator, who will assess the information and take any appropriate action in line with our confidentiality and safeguarding policies.

The Volunteer agrees to use the confidential information only for the purposes of volunteering with Age UK Lambeth. This confidentiality obligation shall continue after the termination of the Volunteer's volunteering services with Age UK Lambeth.

The Volunteer understands that any breach of this confidentiality agreement may result in the termination of the Volunteer's volunteering services.

The Volunteer indicates acceptance of this agreement by checking the box on the registration form <link to registration form>

- All information relating to staff and service users shall be considered confidential at all times. This information may be spoken, documented, electronically stored, transmitted, or displayed on any kind of electronic device.
- All information relating to a service user's identity is confidential. This extends to the identity of anyone accompanying the service user.
- Any unauthorised disclosure is a breach of confidentiality and may be regarded as an absolute disqualification from volunteer status

To review our Client Confidentiality Policy please [click here](#)

### **3. Equal Opportunity**

Age UK Lambeth volunteers are required to abide by our Equal Opportunities policy and treat all clients and fellow workers without discrimination. Volunteers will also be treated with the same degree of respect.

### **4. Reporting Concerns**

If you have any concerns about an adult who you think is at risk of being abused or neglected it is important that you report your concerns. Even if you are unsure about something, please contact [volunteer@ageuklambeth.org](mailto:volunteer@ageuklambeth.org) and [bev@ageuklambeth.org](mailto:bev@ageuklambeth.org). In an emergency, always dial 999.

If you have any problems or complaints about your volunteering, please talk to your staff contact immediately. Age UK Lambeth takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties.

### **5. Data Protection**

Age UK Lambeth takes great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

Our volunteer sign-up form asks that the volunteers consent to Age UK Lambeth storing and processing their personal data on our system to contact them for the purpose of this role. Should you consent, you will be contacted via email, by text, post or phone call.

We also ask for your consent to contact you with information and fundraising opportunities, marketing, and other services or projects that Age UK Lambeth offers. Should you consent, we will only contact you by the method you have consented to (i.e. email, text, phone call, post).

You can withdraw your consent at any time by emailing us at [data@ageuklambeth.org](mailto:data@ageuklambeth.org). If you have any questions, please don't hesitate to get in touch.

As stated on the registration form, it is the volunteer's responsibility to gain consent for their referee's contact details and their emergency contact details to be stored and processed on our system and for them to be contacted in accordance with the voluntary role. We will only use your emergency contact details if the voluntary team has legitimate concerns for your wellbeing or safety.

## 6. Photography and Videos

On the legal basis of legitimate interest, we may use photographs and/or videos of volunteers carrying out their role for marketing, fundraising, and campaigning purposes. You will be informed beforehand. We will not use your name or any other personal data for this purpose. You can opt out of having your photograph taken at any time by letting the employee of Age UK Lambeth know. You can withdraw the use of your photograph/video at any time by emailing us at [data@ageuklambeth.org](mailto:data@ageuklambeth.org).

To review our privacy policy, [click here](#)

## 7. Expenses

Volunteers may request reimbursement of reasonable out-of-pocket expenses, such as travel costs and, if devoting a full day to the charity, a sandwich lunch or equivalent. Payment of reasonable expenses must be authorised by your staff contact in advance and receipts or tickets will be required.

This form is to be used to record those expenses you incur whilst volunteering for us and for which you wish to be reimbursed. We provide reimbursement for the following:

- Travel expenses to and from the place of volunteering and any travel undertaken in the course of volunteering. This will be at the rate for public transport unless because of a disability, you have a Taxi card or use Dial-a-ride. There are separate rules regarding the use of a car. Please speak to your line manager if you wish to use your car whilst volunteering for us.
- For lunch, up to a maximum of £3.00 (the meal deal rate from most supermarkets), when you are volunteering over a lunch period and are working for more than 4 hours that day.
- Postage and telephone costs.

## 8. Support and Advice

If you would like further information or advice on any aspect of your volunteering with us, please ask your staff contact or the volunteer team [volunteer@ageuklambeth.org](mailto:volunteer@ageuklambeth.org). Our team is also available to meet in person or via telephone.

Age UK Lambeth recognises your contribution as a volunteer to the vital work of the charity. This is born out in the policies and procedures Age UK Lambeth has developed, which cover both staff and volunteers in their work.

## Terms of Agreement

This Agreement shall commence on the date of acceptance by the Volunteer and shall continue until terminated by either party at any time. This is a voluntary agreement and is not legally binding or to be construed as a contract of employment.

## **Acceptance of Volunteer Agreement**

The Volunteer indicates acceptance of the full Agreement by checking the box on the Age UK Lambeth [Volunteer Registration Form](#)