



Volunteer Agreement

This agreement is made between **The Special Lioness** (hereafter referred to as "the Organisation") and **xxxxxxxxxx** (hereafter referred to as "the Volunteer").

Volunteers are an important and valued part of The Special Lioness. We appreciate that you've chosen to volunteer with us. We will do our best to make your volunteer experience enjoyable and rewarding. We aim to be flexible and supportive. We believe that the volunteer relationship is built on trust and mutual understanding.

This agreement sets out:

- Your role and responsibilities
- What support you can expect from us when you volunteer
- The expectations from you as a volunteer

As a volunteer we ask that you:

- Strive for the best that you can do and complete your volunteering activities with dedication and commitment.
- Go to any briefings and training that we think will help you in your role.
- Be positive about and support the charitable work of The Special Lioness.
- Follow and operate within the policies and procedures of The Special Lioness, including Health and Safety and Equal Opportunities.
- Act responsibly and within the law.
- Maintain confidentiality of The Special Lioness activity, the people in our care, our team and our procedures.
- Value and respect the rights of beneficiaries.
- Work in partnership with staff and volunteers to make society a better place for our beneficiaries.
- Let your volunteer manager know if you are having any problems or if you have any complaints, concerns or feedback.
- Meet agreed time commitments and give reasonable notice when you're not available so that arrangements can be made.

In return, we will:

- Introduce you to how our organisation works and your role within it.
- Give information about The Special Lioness work, policies and procedures.
- Offer training and support for your role.
- Reimburse agreed expenses.
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it's needed.
- Respect and listen to your feedback, and keep you informed of any changes.



- Ensure your health, safety and welfare.
- Apply our Equal Opportunities policy.
- Encourage a positive and supportive volunteering experience.

Role and Responsibilities:

1. **Position:** Children's Session Volunteer.

2. **Duties:**

- a. Facilitate and supervise play activities for children.
- b. Ensure all activities are conducted in a safe and supportive environment.
- c. Follow the Organisation's safeguarding policies and procedures at all times.
- d. Act with care, integrity, and respect towards all children, parents / carers and colleagues.
- e. Report any concerns or incidents to the designated safeguarding officer immediately.
- f. Complete any necessary paperwork and documentation with detail, accuracy and following GDPR.

Commitment:

- The Volunteer agrees to commit to 3-4 hours twice per week for a minimum period of 3 months.
- The Organisation agrees to provide adequate training and support to the Volunteer.
- The Volunteer agrees to have a DBS carried out, to the expense of the Organisation.

Safeguarding:

- The Volunteer agrees to read, understand, and adhere to the Organization's safeguarding policies and procedures.
- The Volunteer agrees to undergo any necessary background checks and training required by the Organization.

Confidentiality:

- The Volunteer agrees to maintain confidentiality of any sensitive information related to children, families, and the Organisation.
- The Volunteer will not discuss any financial matters relating to the Organisation with any member of the public.



Code of Conduct:

- The Volunteer agrees to act with professionalism, care, and integrity in all interactions.
- The Volunteer agrees to treat all children, families, and colleagues with respect and dignity.

Termination:

- Either party may terminate this agreement with 2 weeks notice, or immediately in the event of a serious breach of the agreement.

Acceptance:

By signing this agreement, the Volunteer acknowledges and agrees to the terms outlined above.

Signed: _____ Date: _____

xxxxxxxxxx

Signed: _____ Date: _____

Representative of The Special Lioness