

THE HUB

Agreement for Volunteer Workers

Rights and Responsibilities of The Hub and the Volunteers.

The Hub recognises that volunteers give up their time and effort to help the homeless. The Hub accepts a responsibility to ensure that volunteers' time is used to the best effect. Volunteers will be offered supervision and support and where appropriate, training, in order to enhance their ability to provide the best possible service.

Volunteers have a right to expect from the Hub

- Clarity concerning their role at the Hub.
- Training where appropriate and where available, either in-house or through an external training provider.
- The opportunity to attend committee meetings if so desired.
- Formal supervision by the manager or assistant manager, either individually or in a group, this will include regular reviews of their role.
- Out of pocket expenses where incurred, by agreement, on Hub business, to be reimbursed within one month.
- The opportunity to appeal to the management committee should the need arise.
- The right to be insured.
- Confidentiality of personal information.

Volunteer Responsibilities

The Hub expects that volunteers:-

- Refrain from conduct outside the Hub which might damage the reputation of the Hub if it should become known that the volunteer worked there.
- Respect the confidentiality of Service Users and not disclose information to those outside the Hub without prior permission of the manager and client.
- Maintain personal boundaries with Service Users i.e. do not invite them to your home or give out your address or telephone number or the personal details of any other volunteer. Do not lend money or goods, give lifts in your car nor give or receive gifts without prior consultation with the manager. Never engage in sexual relations with Service Users.
- Attend for training and supervision when required.
- Aim to be respectful to Service Users and not attack them either physically or verbally. To keep one's temper and be as genuine and non-judgmental as you can be.
- Keep whatever records are required by the Hub.
- Where possible give 24 hours notice of absence from work.
- Attend the volunteer meeting whenever possible.
- Understand that any volunteer who presents under the influence of drugs or alcohol will be asked to leave and this may result in suspension and or dismissal.

The circumstances of any non-compliance with these guidelines will be discussed and a likely suspension of the volunteer. A record of the situation and circumstances will be kept. This could affect any reference provided by the Hub for the volunteer.

I have read and understood/agree to comply with this agreement.

Signed (volunteer) Date.....

Name in full