Volunteers are an important and valued part of Baildon Town Council. We hope that you enjoy volunteering with us and feel a part of our service. This agreement tells you what you can expect from us and what we expect from you.

We will:

* Provide induction on the work of Bracken Hall, its staff, your volunteering role and training required to meet the responsibilities of the role;
* Explain the standards we expect of our services and to encourage and support you to achieve and maintain them;
* Provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems;
* Do our best to help you in your volunteering role with us;
* Provide adequate training and feedback in support of providing a safe working environment;
* Provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us;
* Ensure that all volunteers are dealt with on a fair and equal basis;
* Try and resolve fairly any problems, grievances and difficulties you have while you volunteer with us.

You will:

* Perform your volunteering role to the best of your ability;
* Know why you are being involved, what it will entail and how your contribution will improve the customer experience;
* Have an initial trial period so that you and your coordinator can review how things have been going and agree any action that you both feel may be necessary;
* Follow the organisation’s procedures, policies and standards;
* Read, understand and follow the expectations as set out in the *Best practice guidance for minors/vulnerable adults wishing to undertake voluntary work at BHCC as part of the Duke of Edinburgh Award Scheme*;
* Maintain the confidential information of the organisation and its customers;
* Meet time commitment and standards agreed to, except in exceptional circumstances, and to give reasonable notice so that other arrangements can be made.

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| **Signatures:** | Name (please print) | Signature | Date |
| Volunteer |  |  |  |
| Bracken Hall Manager |  |  |  |