



PROMOTING RECOVERY IN MENTAL HEALTH

Volunteer Agreement

Introduction

Because Pillar Kincardine provides a service for people who can be emotionally or socially vulnerable, we expect a high level of commitment and sensitivity from those who give up their free time to help us.

In return we offer you: fair, considerate treatment; proper recognition and appreciation of your role; and as enjoyable and rewarding an experience of volunteering as we can make it.

Let us therefore be clear about what we expect from you, and what you can expect from us.

What You Can Expect From Pillar Kincardine

- An introductory talk with our Service Manager, giving information about our organisation, the service we provide, your responsibilities as a volunteer, and any other matter affecting your volunteering.
- A clear indication of when you will be needed and tasks you will be expected to undertake.
- Ongoing assistance, guidance and support from the Manager.
- Help and support in developing your skills and abilities as a volunteer.
- Adequate warning of any changes to the agreed routine.
- Opportunities to attend training sessions.
- Recognition of your value as a volunteer.
- The opportunity to meet with other volunteers.
- The opportunity to represent other volunteers on the Board.
- Support, advice and training to enable you to carry out your role as a volunteer.
- Information on the organisation's policies, disciplinary and grievance procedures, and guidance on how to make a complaint.
- Regular opportunities to discuss any problems that arise in relation to your role as a volunteer.
- Involvement in any decision-making which will affect your volunteering, and notification of any changes or developments within our organisation which will affect you.
- Reasonable out-of-pocket expenses in connection with your work as a volunteer.
- Consideration for your health, safety and welfare.
- Appropriate insurance cover.
- Confidentiality in all our dealings with you.

What Pillar Kincardine Expects From You

- Support for the aims and values of Pillar Kincardine.
- Adherence to the policies, procedures and guidelines of our organisation.
- A friendly and approachable manner.
- The ability to relate to other people in a warm and accepting way.
- A willingness to get to know people, and to help other people get to know each other, in a social situation
- A willingness to engage with people in games or activities on offer during member sessions.
- Agreement to undertake a CRBS disclosure and appropriate reference checks.
- Reliability and punctuality in carrying out all the tasks you have agreed to.
- Due warning of your unavailability, given as soon as possible.
- Honesty in all your dealings with the organisation and the community we aim to serve.
- Teamwork and co-operation with other volunteers and staff; courtesy and consideration towards them, our organisation's clients and the community.
- Attendance at training and support meetings, and a contribution to decision-making.
- Due warning when something is wrong, or if you have any problems, whilst volunteering.
- A responsible attitude to your own health and safety, and that of others.
- Confidentiality in all your dealings with service users, staff and other volunteers.
- A commitment to relate to other members of the organisation in a non-discriminatory manner.