



# ROCKLANDS COMMUNITY SHOP

## VOLUNTEER POLICY AND AGREEMENT FOR ROCKLANDS COMMUNITY SHOP (VERSION 2, 21 JANUARY 2014)

### Introduction

Volunteers offer a valuable resource by giving their time and dedication without pay. It is important to ensure that we protect volunteers by ensuring that volunteers are well looked after and that they are fit to work. It is important that volunteers are treated with respect and dignity.

### Purpose

The aim of this policy is to produce a clear framework for the use of volunteers working at Rocklands Community Shop. A volunteer is someone who is working in an unpaid capacity as part of a planned programme of activity. This would include any friends and relatives who may offer their services of working with the shop members from time to time.

The policy is intended to help promote a constructive partnership between volunteers, staff and customers. People volunteer for a variety of reasons and can contribute in a range of ways according to individual needs and talents that they bring. Volunteers will need to abide by the values, principles and policies which form the framework of the organisation.

### Equal Opportunities

Rocklands Community Shop is committed to the development of equal opportunities and believe that opportunities should be open to all regardless of social class, gender, sexual orientation, disability, age, marital status, religion, colour, race or ethnic or national origin. Teamwork promotes mutual interests, harmony, respect, co-operation and understanding between volunteers from diverse backgrounds.

## ROCKLANDS COMMUNITY SHOP

The Rocklands Community Shop Limited is a Community Benefit Society (CBS), registered with the Financial Conduct Authority under the Co-operative and Community Benefit Societies Act 2014

Registered office: 52 The Street, Rockland All Saints, Attleborough, Norfolk NR17 1TP  
Company Number: IP032162. Prudential Regulation Authority Number: 32162R



# ROCKLANDS COMMUNITY SHOP

## Recruitment and Selection

Volunteers will be recruited and selected according to their suitability in helping meet the needs of the community shop. Volunteers should normally be over 18. If an applicant is under 18, the application should be discussed by members of the co-ordinating committee to ensure that sufficient guidance and support are in place.

All prospective volunteers will be asked to make a declaration and sign an agreement document (see attached appendix). They will be interviewed by members of the co-ordinating committee and then approved volunteers will be inducted into the work.

## Volunteer Agreement

All new volunteers should sign an agreement that lays out general and specific expectations. This does not amount to a contract of employment, but clearly sets out what either party can expect from the other.

## General Expectations

Volunteers should:

1. Have the right to be made welcome and to feel involved and valued;
2. Be expected at all times to promote a spirit of co-operation with other team members, staff and customers. They are expected to acquaint themselves with and work in accordance with all appropriate policies, guidelines and procedures. These will be covered as part of the induction procedure;
3. Receive regular supervision and support during induction;
4. Undertake only those tasks and responsibilities as arranged and agreed;
5. Respect confidentiality at all times;
6. Take responsibility for providing feedback and information to the committee and paid staff;
7. Report all accidents, serious incidents or damage to equipment immediately to a member of the project co-ordinating committee;
8. Have the right to representation on the project co-ordinating committee provided an active part is taken in the project;



# ROCKLANDS COMMUNITY SHOP

9. Have the right to withdraw volunteering services without notice.

## Specific Expectations

The term of agreement will specify, without being inflexible:

1. The timetable during which the volunteering will take place;
2. The name and contact details of the experienced volunteer responsible for their induction.

## Insurance

Public Liability cover is in force to protect the project's legal liability for third party injury or property damage arising in connection with the work.



# ROCKLANDS COMMUNITY SHOP

## Volunteer Agreement

<p><b>The project will:</b></p> <ol style="list-style-type: none"> <li>1. Provide the details of the person who is the volunteer's point of contact</li> <li>2. Induct the volunteer in the following:             <ol style="list-style-type: none"> <li>a. Explain the values and aims of the project</li> <li>b. Health and Safety</li> <li>c. Accident reporting</li> <li>d. Any other relevant information</li> </ol> </li> <li>3. Provide regular supervision</li> <li>4. Involve the volunteer in any relevant meetings or communications</li> </ol>	<p><b>The volunteer will:</b></p> <ol style="list-style-type: none"> <li>1. Have the right to be made welcome and to feel involved and valued</li> <li>2. Be expected to acquaint themselves with and work in accordance with all appropriate policies, guidelines and procedures which will be covered in the induction procedure</li> <li>3. Undertake only those tasks and responsibilities as arranged and agreed</li> <li>4. Respect confidentiality at all times</li> <li>5. Take responsibility for providing feedback and information to relevant team members</li> <li>6. Report all accidents, serious incidents or damage to property and equipment immediately.</li> </ol>
<p><b>The project expects that the volunteer will:</b></p> <ol style="list-style-type: none"> <li>1. By arrangement in advance work 2.5 hour shifts a week, on Monday/Tuesday/Wednesday/Thursday/Friday/Saturday/Sunday, when the volunteering will take place.</li> <li>2. The name of the volunteer's support for induction is Victoria McArthur (email <b>ve.mcarthur@btinternet.com</b> or phone 01953 483156).</li> </ol>	<p>The volunteer's responsibilities are set out in the document, above.</p> <p>Signed:..... (on behalf of the project)</p> <p>Signed:..... (The volunteer)</p> <p>Date:..... (as applicable)</p> <p>In signing this document, both parties understand that this does not constitute a contract of employment and that there was no intention of forming such at the time of signing.</p>

This Volunteer Agreement describes the arrangement between The Rocklands Community Shop Limited and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.



# ROCKLANDS COMMUNITY SHOP

## Part 1: The organisation

Your role as a volunteer is to help The Rocklands Community Shop Limited in any way possible and starts on the date indicated in the Volunteer Agreement. This volunteering role is designed to assist The Rocklands Community Shop Limited by providing help in general-all aspects of the retail and post office, as well as serving in the cafe, cleaning, stock etc. You can expect the The Rocklands Community Shop Limited to provide:

**a. Induction and training**

To provide a thorough induction on the work of The Rocklands Community Shop Limited, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role. The Secretary can explain the structure of the organisation.

**b. Supervision, support and flexibility**

To explain the standards we expect for our services and to encourage and support you to achieve and maintain them; To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems; To do our best to help you develop your volunteering role with us.

**c. Health and safety**

To provide adequate training and feedback in support of our health and safety policy.

**d. Insurance**

To provide adequate Employee cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us.

**e. Equal opportunities**

To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is available on request.

**f. Problem resolution**

Rocklands Community Shop Ltd will try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us. In the event of an unresolved problem, to offer an opportunity to bring a friend with you and to discuss the issues with the committee.



# ROCKLANDS COMMUNITY SHOP

## Part 2: The volunteer

We expect you:

- a. To help The Rocklands Community Shop Limited fulfil its role/function/services;
- b. To perform your volunteering role to the best of your ability;
- c. To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
- d. To maintain as absolutely confidential the information of the organisation and of its clients;
- e. To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible;
- f. To provide referees if agreed who may be contacted, and to agree to a Disclosure and Barring Service check being carried.
- g. This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

14 February 2014