

# VOLUNTEER POLICY AND AGREEMENT FOR CAQM

---

## Volunteer Policy

It is up to each individual Meeting to identify whether someone undertaking voluntary work is:

- (a) a person external to the organisation who is offering their services;
- (b) a person who is offering their professional services in-kind;
- (c) a Member/Attender who is offering to undertake work free of charge but who is not a professional in that area.

**This volunteer policy would only apply to (a) above.**

This policy sets out what volunteers can expect from us, and what we hope they will bring to us. Cumbria Area Quaker Meeting (CAQM) understands that we cannot require them to provide services, nor can they require us to provide them with work, and we both agree that there is no intention between us to create any legal relations or employment relationship in respect of the voluntary commitment that they are making.

Whilst neither of us has enforceable rights against the other, as a result of the importance of the role of volunteers within Area Meeting, it is helpful to set out some key points that will help us make the best of voluntary contributions.

This is an informal arrangement which may be terminated by either party at any time. We hope that volunteers can join us for at least 12 months, for them and us to make the most of the volunteering opportunity. However, they are of course free to leave at any time.

The Quaker Meeting to which the volunteer is attached will do their best:

- To introduce the volunteer to how the Meeting works and their role in it and to provide any training they need.
- To provide regular meetings with a main point of contact so that they can tell us if they are happy with how their tasks are organised and get feedback from us.
- To respect their skills, dignity and individual wishes and to do our best to meet them.
- To reimburse their expenses.
- To consult with them and keep them informed of possible changes.
- To insure them against injury they suffer or cause due to negligence whilst carrying out volunteering activities that have been approved and authorised by us.

- To provide a safe workplace.
- To work to equal opportunities principles.
- To try to resolve fairly any problems, complaints and difficulties they may have while they volunteer with us.

Should it be felt necessary, volunteers may be asked to sign the following agreement.

## Volunteer Agreement

Your role as a volunteer is described in the attached volunteer role description and starts on [date]. This volunteering role is designed to [state how the volunteering role benefits the Meeting].

### Part 1: The Quaker Meeting

We the [name] Quaker Meeting, will do our best:

- To introduce you to how the Meeting works and your role in it and to provide any training you need.
- To provide regular meetings with a main point of contact so that you can tell us if you are happy with how your tasks are organised and get feedback from us. Your supervisor's name is [ ].
- To respect your skills, dignity and individual wishes and to do our best to meet them.
- To reimburse your expenses (see below).
- To consult with you and keep you informed of possible changes.
- To insure you against injury you suffer or cause due to negligence whilst carrying out volunteering activities that have been approved and authorised by us.
- To provide a safe workplace.
- To work to equal opportunities principles.
- To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us.

### Expenses

We will reimburse the following expenses, on production of valid itemised receipts: [Quaker Meetings may amend this list according to the expenses that it is agreed will be reimbursed. These must be genuine expenses incurred due to the volunteering. NB childcare expenses should not be reimbursed].

- Travel that is required to fulfil your volunteering role. Mileage will be based on HM Revenue and Customs approved rates.
- Specialist clothing or equipment where this is required and provided by you.
- Expenditure incurred by you on behalf of the Meeting, provided that such expenditure is agreed and approved in advance.

Please keep all your receipts to give to us so that we can reimburse your expenses. We cannot reimburse expenses without itemised receipts.

## **Part 2: The Volunteer**

We would obviously like to agree with you, with as much notice as possible, the hours that you are going to be available to volunteer. We hope that you will usually be able to volunteer with us for at least 12 months so that we can each get the most from the volunteering experience. However, we are flexible about when you work so please let us know if you would prefer a different arrangement.

If you are unable to attend at any time when you have said you would work, we would ask you to give us as much notice as possible.

Likewise, we would ask that you give us as much notice of times when you will not be able to attend, such as holidays.

Should you decide to discontinue volunteering, we ask you to give us as much notice as possible.

You agree to do your best:

- To help the Meeting by the work you volunteer to undertake.
- To perform your volunteering role to the best of your ability.
- To follow the Meeting's procedures and standards, including health and safety and equal opportunities.
- To maintain any confidential information to which you may become party in the course of your volunteering.
- To provide referees as agreed who may be contacted, and to agree to a Disclosure and Barring Service (DBS) check being carried out, if necessary for the nature of your duties.

## **Part 3: Resolving Problems**

The relationship between CAQM and you as a volunteer is entirely voluntary and does not imply any contract. However, it is important that the Meeting can maintain the smooth running of the Meeting House and it is also important that volunteers should enjoy making their contribution to the Meeting House.

If your role as a volunteer does not meet with the Meeting's standards, here is how it will be dealt with:

Initially with a meeting with your supervisor who will explain the concerns.

1. If this does not resolve the concern then a meeting with not less than two of the Elders or Pastoral Friends of the Meeting will be convened.
2. If your contribution still does not meet with our standards then we shall have to cancel the volunteer arrangement.

At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your volunteering work you should:

3. Initially explain your dissatisfaction to your supervisor.
4. If that does not resolve the concern then a meeting with your supervisor should be convened.
5. If that does not resolve the issue then a formal meeting with not less than two of the Elders or Pastoral Friends of the Meeting should follow.
6. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be freely able to state your case and can have a friend to accompany you.

### **Confidentiality**

In the course of providing your volunteering services, you may have access to confidential information relating to our Quaker meeting, its members or the people who hire the Meeting House. It is of crucial importance that you appreciate that this information must remain confidential. We expect you not to use or disclose this information to any person either during your volunteering experience with us or any time afterwards. If you believe that there is a breach of confidentiality, you must let your supervisor know as soon as possible.

### **Data protection**

We process certain types of data about you and we do so in line with the General Data Protection Regulation and the Data Protection Act in force from time to time. You have been given a copy of the Data Protection notice. If you have not received a copy, please ask.

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 intends any employment relationship to be created either now or at any time in the future.

Please sign to acknowledge receipt of this Volunteer Agreement. You should keep one signed copy for your records and give the other signed copy to the person in the Meeting who gave you this Agreement.

I acknowledge receipt of this Volunteer Agreement and understand the nature of the volunteering role:

Name

Signed

Date

Name of  
Supervisor

Signed

Date

For any questions or clarifications regarding our Volunteer Policy and Agreement, please contact:

- **Name:** Clerk to the Trustees
- **Email:** [am.trustees@cumberlandquakers.org.uk](mailto:am.trustees@cumberlandquakers.org.uk)

November 2024