



PO Box 112, East Molesey, KT8 8EN
www.elmbridgecan.org.uk
contact@elmbridgecan.org.uk

Volunteer Agreement

Last updated November 2025

Volunteers are an essential and valued part of Elmbridge CAN. We appreciate the contribution of our volunteers and will do our best to make your volunteer experience enjoyable and rewarding.

We are committed to:

- Giving you an introduction/overview to the work of Elmbridge CAN so that you understand where your role fits within the wider organisation.
- Providing induction training and ongoing support for all volunteers.
- Fostering a friendly and supportive atmosphere for volunteers and making volunteering a positive experience.
- Consulting with you and informing you of possible changes to your role.
- Ensuring a local volunteer contact is in place to provide information and opportunities to give feedback on your volunteering role.
- Providing a safe environment as far as possible.
- Providing a transparent complaints procedure.
- Reimbursing any reasonable expenses agreed with your volunteer manager.

Once signed, please return to Elmbridge CAN at the address above, or scan a signed copy and email to contact@elmbridgecan.org.uk. Your role as volunteer will start on the date that we received a copy of this signed Volunteer Agreement.

We ask that you give us as much notice as possible if you want to stop volunteering with us.

VOLUNTEER AGREEMENT

Thank you for showing interest in volunteering with Elmbridge CAN. We value your time and support. To ensure an excellent service for all involved, please read and sign, if in agreement, the following terms of your role with us:

In the interest of safeguarding and professional integrity, I agree to the following:

- I may receive or access confidential information relating to Elmbridge CAN and its clients during my volunteering experience. I will not disclose this information (and/or any personal details of my volunteering work) with others not directly involved in Elmbridge CAN and will keep all family names, addresses and personal details strictly confidential during my volunteering experience or at any time afterwards.
- I will only contact families and provide support as agreed in advance with Elmbridge CAN and will feed back to Elmbridge CAN after I meet with families.

- If I need to cancel an appointment, I will contact the family or the Volunteer Coordinator at the earliest possible opportunity to ensure that alternative arrangements can be made.
- I will respect the wishes of the family and only provide support for as long as is agreed.
- I will complete a Disclosure and Barring service (DBS) check if required for the role.
- I will not discriminate against any individual or family because of their gender, age, disability, ethnicity, sexuality, religion or political views.
- If I have any concerns, at any time, for the wellbeing of a child or vulnerable adult I will follow the safeguarding policy and inform my volunteer manager immediately.
- I will attend training and support as appropriate/required.
- I will perform my role to the best of my ability.
- I have read, understood and will follow Elmbridge CAN Policies and Procedures, including the Boundaries Policy, Code of Conduct, Data Protection Policy, Safeguarding Policy, and the car insurance for volunteers' information sheet, and Volunteer Driving Policy.
- I will keep in close contact with my volunteer manager and update them on any comments or concerns I have.
- I will stick to the role and responsibilities agreed in advance with my volunteer manager.

This Volunteer 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.

Name (print)	
Signature	
Date	