

Dumfries and Galloway Council Volunteer Agreement



Welcome to Dumfries and Galloway Council

Welcome! Thank you for choosing to volunteer with Dumfries and Galloway Council. It's great to have you as part of the Council's team. Our work helps local communities and provides vital services across our region. Volunteers are key to making life better for all and helping our communities thrive and learn. It is our ambition to make sure anyone who volunteers for us feels valued, understood and gains a great deal from the experience.

This **Volunteer Agreement** will give you helpful information you'll need as a volunteer with the Council and tell you who to talk to if you have any questions.

You must read and sign this Volunteer Agreement before you can begin work as a volunteer.

If your role involves accessing Council IT systems, your supervisor will request a user name and login for you. You will be asked to sign a non-disclosure agreement and acceptable use policy.

Contents

Section 1 A bit about us and a bit about you

Section 2 What you can expect of us. What we expect from you.

Section 3 How we'll support you

Section 4 Training

Section 5 Keeping safe

Section 6 Expenses

Section 7 Confidentiality and Privacy Notice

Section 8 PVG checks

Section 9 Dealing with difficulties

Section 10 Leaving

Section 11 Volunteer Agreement

Section 1 A bit about us and a bit about you

We are happy that you have chosen to volunteer with us. We value the contribution of volunteers and realise that they bring energy and life to our work. We need a wide variety of volunteers. Whether you volunteer with young people, in a school, a leisure and sports setting, a library, museum, with vulnerable people or elsewhere, you'll be making a positive difference. We work with people and communities throughout Dumfries and Galloway and need great volunteers who bring their skills, abilities and commitment to help others and serve their community.

Why does Dumfries and Galloway Council need volunteers and what can volunteering offer you?

- Volunteers can bring a different perspective to our work; often one that reflects the diverse views of the local community.
- Volunteers can help to extend services the Council currently offers.
- Volunteering empowers our citizens to actively influence decision making and service provision.
- Volunteering provides opportunities for skills development within our local community.
- Volunteering can be a valuable pathway to employment or training opportunities.
- Volunteering can provide opportunities to meet like-minded people.
- Volunteering can provide an opportunity to be involved with something interesting, absorbing and rewarding.
- Volunteering can improve general health and wellbeing.
- Volunteering can help to build your CV to help you back into paid employment.

We want to make sure that our volunteers have everything they need to do a great job and we'll give you all the training and support you need to carry out your work.

We know that our volunteers come from all 'walks-of-life' and have many and different reasons for volunteering with us. We will do our best to understand your needs and help to meet them. Equality and diversity is important to us and we want our volunteers to reflect the range of people in our communities.

We will try to make sure that you are recognised and appreciated. We will treat you with respect as a member of the team. Our staff will support you to carry out your volunteer role and ensure that you are not out of pocket through your volunteering. We'll also make sure that you benefit from volunteering in a variety of ways; this might be by gaining experience and skills for your CV, accreditation for your learning or job references, receiving a thank you for a job well done or being put forward for an award.

We hope you have a great time volunteering, learn new and exciting things and feel supported and nurtured to do a great job. Thank you for joining the team and helping our local communities.

Section 2 What you can expect from us. What we expect from you.

What you can expect from us

We will:

- Give you a great experience.
- Respond to your needs.
- Provide an induction.
- Explain the standards we expect and encourage and support you to achieve and maintain them.
- Provide a person who will be your point of contact whilst volunteering with whom you can discuss your work and any issues that arise.
- Provide support throughout your volunteer experience.
- Do our best to help you develop your volunteering role with us.
- Be flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments.
- Honour the time commitment you have agreed to give us and not expect more from you unless offered and agreed.
- Provide training required to undertake the role.
- Reimburse out-of-pocket expenses the same as rates paid to our staff.
- Provide adequate training and ensure you know what to do to stay safe, in accordance with our Health and Safety Policy.

What we expect from you

We expect you to:

- Treat all those you are helping, staff and fellow volunteers with dignity, consideration and appreciation.
- Respect confidentiality for staff and those you are working with. The Service you are volunteering with may set additional requirements regarding boundaries and confidentiality and these **must** be respected.
- Help the Service you are volunteering with achieve its objectives.
- Respect any requests made by your supervisor.
- Make sure you know what you are doing and what is needed of you – don't be afraid to ask!
- Bring any issues or concerns you have to your supervisor.
- Act in a professional way whenever you represent the Council in public.
- Let us know if you cannot attend an agreed volunteering session.
- Sign this Volunteer Agreement. Your supervisor will read it through with you before you sign it. The Volunteer Agreement is not a legal contract; it is a promise between you and us.

Commitment:

Length of volunteering hours

Whether you're able to give a little time or a lot, your help makes a real difference and we are very grateful for it!

Volunteering sessions can last for a few hours, a full day, or anywhere in-between. They can take place on a morning, afternoon or evening, on any days of the week. Some volunteering jobs will take longer to complete than others so the sessions will be longer.

Before you begin volunteering, talk to your supervisor about how often you can volunteer, and together agree how many volunteering sessions you would like to take part in.

If there are any changes to your volunteering hours, your supervisor will let you know before you come in. If you need to change your volunteering hours please let your supervisor know as soon as possible.

Commitment to volunteering sessions

Once you have signed up to be a volunteer, you must try your hardest to go to all of your agreed volunteering sessions. You should go to your sessions unless you are unwell or a serious problem happens.

If you aren't able to come to a volunteering session, you need to call your supervisor right away and let them know. This gives them time to find another volunteer to take your place.

If you don't come to a volunteering session and haven't told your supervisor that you aren't coming, they will contact you to make sure you are okay. If you haven't come to a few volunteering sessions and haven't spoken to your supervisor about it, you will be asked to meet with them to talk about it.

If you realise you can no longer volunteer, you will need to meet with your supervisor to talk about this. There may be other jobs you would prefer, or you may decide you need to stop volunteering altogether.

Breaks from volunteering

If you want to take a long break from your volunteering role and come back to it later, we'll try to help, but we can't promise that your role will still be available when you want to start volunteering again. You are of course welcome to take short breaks such as going on holiday!

If you have any questions or worries about your volunteering hours, you can chat about them with your supervisor.

Training sessions and other meetings

As well as coming to all of your agreed volunteering sessions, you need to try to go to any training sessions and to meetings you've agreed with your supervisor. Your supervisor will make sure these meetings take place on dates which you can both make.

Section 3 How we'll support you

We promise to respect, value and support all of our volunteers, no matter where they're from or what they believe, and whether or not they have any physical or learning disabilities. We will also work to address and overcome language barriers to volunteering.

It's important to us that all of our volunteers feel supported while they are with us. Every volunteer is matched to a supervisor and other staff and volunteers may be identified to support you too.

Supervisor

It's the supervisor's job to look after the staff, the volunteers and the people we work with. Your supervisor will introduce you to your team and anyone else you might be working with. They'll go over health and safety requirements and other information you need to better understand what we do and help you to carry out your role. They will point you to mandatory ('must do') training and help you sign onto a computer for any online courses required. Your supervisor decides with you what kind of tasks you are going to do. You can also make suggestions to them about the kinds of jobs you'd like to help with.

Work shadow

As well as your supervisor, you may also work shadow. This will help you with your volunteering and show you what your jobs are. Your work shadow could be a member of staff or another, more experienced, volunteer.

If you have any problems or worries to do with your volunteering, it's really important you speak to your supervisor or your work shadow about it.

Once you know the name of your supervisor, you can write it on this agreement, along with their telephone numbers, so that it is easy for you to contact them.

Keeping in touch

As a volunteer with the Council we want to keep you in the loop. You can ask to receive our newsletters which are jam-packed with the latest information about everything we're up to – these will let you know what's going on within the Service you are volunteering with and the wider Council. We will include stories about our volunteers' achievements in these newsletters along with those of our staff.

Section 4 Training

The Council wants to ensure that you are happy and confident to carry out your role. This will involve learning more about the Council, the people we support and the role itself.

If you need training to help you do your jobs, your work supervisor will make sure you get it before you begin volunteering and during your volunteer experience. This will include mandatory training, which helps you keep yourself and others safe (you can read more about health and safety training in Section 5 below). Training can be done online, on paper or in discussion with your supervisor's support. As part of your training, your supervisor may ask you to spend some time alongside other staff or volunteers to watch how they do things. Overall the training will be intended to help you carry out your volunteer role and better help our customers and communities.

Your supervisor will also keep a 'learning record' for you, which will list any training you are given and any new skills you learn. Your learning record may be useful in the future if you want to apply for a paid job or a college place, or another volunteering role.

Induction

Induction means getting you used to the volunteering role. This happens as soon as you start. It's a chance for you and your supervisor to discuss things like:

- What you want to get out of volunteering and what's expected of you.
- What the role will be like.
- What's important for the Council and how your role will help others.
- The customers and their needs.
- Who's who in the workplace.
- What the team values and what's important to your colleagues.
- Keeping yourself and others safe and healthy.
- Expenses.
- Ongoing support and training.

Refreshments

You are welcome to free drinking water, tea and coffee where available whenever you volunteer.

I.D. cards

Some services give their volunteers an identification card, also known as an I.D. card. An I.D. card will have your name and photograph on the front so that people can see you are a volunteer.

I.T. Equipment

Volunteers will have access to FLO, the Council's online training platform, so that they can complete mandatory short courses.

References

References are usually written by someone who knows you well or has worked with you for more than a short time. A reference can help you get a job because it tells other people all about you, like the things you are good at and if you are a hard worker. Sometimes companies and organisations ask for references before they will let someone join in their activities or start working with them. If you need a reference, for example, in order to apply for a job, your supervisor can write one for you.

Section 5 Keeping safe

Health and safety training

Health and safety training helps keep you and the people around you safe. You will be given all the health and safety training you need for your volunteering jobs. Your supervisor will make you aware of any risks and safe working procedures for the work you are doing.

When you are volunteering, remember your training and always work safely by following health and safety rules. If you don't follow the rules, you risk getting hurt or hurting others.

If you have any questions or worries about health and safety, you should talk to your supervisor about them as soon as possible.

Contact details

You need to give your supervisor a telephone number of a family member, partner or close friend who they can contact in an emergency. (You should make sure the person you choose is happy to be your emergency contact before giving their name to your supervisor).

Smoking

You **cannot** smoke anywhere inside Council buildings or vehicles. You **must not** smoke near to other people, especially customers.

The Council offers advice and signposting for those wishing to cease smoking.

Insurance

As a volunteer you are covered by the Council's public liability insurance, provided you are carrying out volunteering tasks as agreed with your supervisor.

General health

If you start to have problems with your health which make it more difficult for you to do your volunteering jobs, you should talk to your supervisor.

Your supervisor will do everything they can to help you continue volunteering, but there may be times when they can't allow you to do certain jobs as it's not safe or bad for your health. If this happens, you can chat together to try to find a different job that you would like to do instead.

Sickness

If you have agreed to come in and volunteer and then realise you are too unwell, you should call your supervisor as soon as possible and let them know.

Section 6 Expenses

Receipts

If you spend money as an agreed part of your volunteering, we will give you back what it cost you. This money is called expenses. It is your decision as a volunteer whether you want to claim expenses or not. During your induction, your supervisor will explain all about expenses and how to get them.

Travel expenses

If you have to travel as part of your role, we will pay for your travel expenses. Whenever you can, please choose the type of transport which costs the least.

If you ask for money for travel by public transport, you'll need to give your ticket or receipt to your supervisor.

If you're not sure how much money to claim, chat to your supervisor.

Gifts

Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support you can provide in your role. As such, we ask that volunteers don't give or receive personal gifts to or from staff, partners or customers.

Section 7 Confidentiality and Privacy Notice

Confidentiality

Confidential information is information which has to stay private. It must only be told or shown to people who have the right to see it. This could be contact details, such as addresses, telephones and email addresses, information about the place where

you volunteer, or information about its customers. It can be handwritten or typed and could be stored in filing cabinets or on computers.

Confidential information must not be taken out of the office or given or shown to people who do not have the right to view it; this includes chatting, emailing, texting or writing about it. Remember: You mustn't talk to people outside of where you volunteer about the people you volunteer with.

Privacy Notice

You will be asked to read and sign the privacy notice at the end of this agreement. This Privacy Notice sets out how the Council will collect and treat your information.

Section 8 PVG checks

What are PVG checks?

Some volunteering roles require volunteers to be checked by the police before they can begin volunteering. These checks are called PVG checks. 'PVG' is short for the Protection of Vulnerable Groups. PVG checks look for any times someone has been involved with the police. PVG checks are used to ensure the safety of everyone involved.

When do I need one?

Your supervisor will know if your volunteering role needs a PVG check and will make sure a check is done if required.

Section 9 Dealing with difficulties

If you have a difficulty with any part of the role, please talk to your supervisor as soon as possible for advice and support. If the role isn't working out as hoped, please let your supervisor know. Together you should try to work out any difficulties. If it is agreed it can't work, this shouldn't be seen as a failure. Speak to your supervisor about finding a role that suits you better.

Section 10 Leaving

Choosing not to volunteer any more

We understand that things change for people and you may no longer be able to volunteer with us. If you don't want to volunteer any more, all you need to do is let your supervisor know. But please try to give us as much warning as you can if you know you are going to leave. This gives your supervisor time to arrange for someone else to do your jobs.

Being asked to stop volunteering

There may be times when we have to ask you to stop volunteering or we suggest you try another volunteering job instead. This could be because your volunteering job is changing, or if carrying on could be bad for your health. We may also have to ask you to stop for legal reasons. For example, if the police say you need to stop. Another reason you might be asked to stop volunteering would be if you kept behaving in a way you had been asked not to.

If your supervisor thinks you need to leave your volunteering role or try a different one, they will talk to you about it first.

When you leave

When you leave, your supervisor may ask you to talk about how well you thought your volunteering went, and anywhere you think we need to make changes. We want to hear your thoughts on this! By taking part, you are helping us to improve our work with volunteers and make sure we fully support them.

Your supervisor will thank you for all your help and may ask you to return any equipment belonging to us.

Thank you for choosing to become a volunteer. If you have any questions we haven't answered here, please remember you can always talk to your supervisor. We hope you enjoy your volunteering experience with us.

This document is also available upon request in other formats.

Section 11 Volunteer Agreement

The agreement is intended to make your experience as positive and safe as possible.

By signing this form you are agreeing to adhere to the arrangements detailed above.

We will do the best we can to make your volunteer experience with us both enjoyable and rewarding.

Volunteer's Name _____

Start date _____

Signature _____ **(Volunteer)**

Date _____

Signature _____ **(Dumfries & Galloway Council)**

Date _____

Dumfries and Galloway Council Volunteer Privacy Notice

Who are we?

Dumfries and Galloway Council is the data controller of your personal information. This means we decide why and how we will process your personal information. This privacy notice will provide you with the information you need to know about what we will do with the personal information you provide us with.

Why are we collecting your personal information and why?

The Council is collecting your name and contact details to enable us to be able to contact you regarding your volunteering role with the Council.

Bank details to allow payment of expenses to you.

What is the legal ground for collecting your personal information?

The legal grounds for collecting your information is for consent. Without your personal contact details, we will not be able to contact you in connection with your volunteering role.

Who will we share your personal information with and why?

We will not share your contact details with any other organisation out with Dumfries and Galloway Council and will only use them for the purposes described above. We will only make contact with you regarding your volunteering role.

How long will we keep your personal information for?

Your information will be held in the Council for 5+ years, following which we will seek your agreement to renew consent.

What are your rights?

You have the right to:

- **Be informed** about how your personal information will be used.
- **Access** your personal information.
- **Withdraw consent** where the legal ground for collecting your personal information is consent.
- **Rectify** your personal information, which means they have the right to request the Council to correct any inaccuracies.
- **Request deletion** of your personal information where the Council no longer has a legal ground to hold your information.
- Request that the processing of your personal information is **restricted**.
- **Data portability**, this means you can securely move your personal information from one IT place to another.
- **Object** to the Council processing your personal information.

- Know when the processing of your personal information is **subject to automated-decision making and profiling.**

What are your responsibilities to protect your personal information?

It would be helpful if you change your telephone number, email or house address, to contact us and we can update your personal information.

Our contact details

Dumfries and Galloway Council
 Council H.Q.
 English Street
 Dumfries and Galloway Council DG1 2DD
 contact@dumgal.gov.uk
 0303 333 3000

The contact details of the Council’s Data Protection Officer

Data Protection Officer
 Council Headquarters
 English Street
 DG1 2DD
 dataprotection@dumgal.gov.uk
 01387 260315

Declaration of consent

I confirm I have been made aware of my rights in accordance with the General Data Protection Regulation (2018) and the Data Protection Act (2018).

I give my consent for Dumfries and Galloway Council to process my personal information for the reasons explained in this privacy notice:

Signed: Name: Email Address:		Date:
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Please return this form to:
 <Contact/address for Directorate/Service>