

Volunteer Agreement

1. Introduction

Volunteers are an important and valued part of the Healthwatch Worcestershire (HWW) team.

This Volunteer Agreement sets out:

- What you can expect from Healthwatch Worcestershire
- What Healthwatch Worcestershire expects from you as a Volunteer
- The standards of behaviour required when representing HWW

This Agreement should be read together with Appendix One: Volunteer Code of Conduct, which forms part of this Agreement.

This Agreement is not a legally binding contract and is not intended to create an employment relationship.

2. What Healthwatch Worcestershire Agrees To Do

Healthwatch Worcestershire will:

2.1 Induction and Training

- Introduce you to how the organisation works and your role within it
- Provide appropriate training relevant to your Volunteer role

2.2 Support and Supervision

- Provide a named point of contact (normally the relevant Engagement Officer)
- Offer regular information updates
- Provide informal support meetings where appropriate

2.3 Equality and Inclusion

- Treat all Volunteers in line with our Equal Opportunities policy
- Promote fairness, dignity, respect and inclusion in line with the Equality Act 2010 and our Diversity and Inclusion policy

2.4 Expenses

- Reimburse reasonable out-of-pocket expenses where receipts are provided, in accordance with agreed policy

2.5 Insurance

- Provide appropriate insurance cover while you are undertaking authorised Volunteer activities

2.6 Health and Safety

- Implement good health and safety practices
- Provide guidance to help you volunteer safely

3. What you as a Volunteer will agree to do

As a Volunteer, I agree to:

3.1 Commitment and Reliability

- Support and promote the ethos and values of Healthwatch Worcestershire
- Volunteer reliably to the best of my ability
- Give as much notice as possible if I am unable to volunteer when expected
- Maintain an active interest in and commitment to supporting HWW's work

3.2 Policies and Procedures

- Follow all relevant HWW policies and procedures, including but not limited to:
 - Health and Safety
 - Diversity and Inclusion
 - Confidentiality
 - Data Protection
- Comply with Appendix One: Volunteer Code of Conduct

3.3 Safeguarding and DBS

- Agree to a Disclosure and Barring Service (DBS) check where appropriate for the role

3.4 Confidentiality

- Maintain confidentiality and protect all personal and sensitive information
- Not disclose information given in confidence or acquired during Volunteer duties, except where required by law

3.5 Conflict of Interest

- Declare any interests that could be perceived as influencing my role
- Not seek financial or other material benefit for myself, family or friends through my Volunteer role

4. Standards of Behaviour

Volunteers must comply with the Volunteer Code of Conduct at Appendix One.

The Code of Conduct outlines the behaviours, principles and responsibilities required when representing Healthwatch Worcestershire.

Failure to adhere to the Code of Conduct or to the terms of this Agreement may result in:

- A discussion and review of the Volunteer role
- Additional support or guidance being offered
- Suspension of Volunteer duties
- Termination of this Volunteer Agreement

Healthwatch Worcestershire reserves the right to end this Volunteer Agreement where there has been a serious or repeated breach of the Code of Conduct or other relevant policies.

5. Nature of the Agreement

This Agreement:

- Is not a contract of employment
- Does not create an employment relationship
- Does not create legally binding obligations

Either party may end the Volunteer arrangement at any time.

Signatures

I confirm that I have read, understood and agree to this Volunteer Agreement and Appendix One: Volunteer Code of Conduct.

Signed (Volunteer): _____

Name: _____

Date: _____

Signed on behalf of Healthwatch Worcestershire: _____

Name: _____

Role: _____

Date: _____

APPENDIX ONE

VOLUNTEER CODE OF CONDUCT

1. Purpose

This Code of Conduct forms part of the Volunteer Agreement.

It outlines the behaviours, principles and standards expected of all Volunteers representing Healthwatch Worcestershire (HWW).

2. The Seven Principles of Public Life (Nolan Principles)

Volunteers are expected to act in accordance with the following principles:

Selflessness – Act solely in the public interest.

Integrity – Avoid obligations to people or organisations that might influence you improperly. Do not seek financial or material benefits. Declare and resolve conflicts of interest.

Objectivity – Act impartially, fairly and on merit using the best evidence available.

Accountability – Be accountable for decisions and actions.

Openness – Act transparently unless there are lawful reasons not to do so.

Honesty – Be truthful.

Leadership – Promote and uphold these principles and challenge poor behaviour where appropriate.

3. Confidentiality

HWW is committed to maintaining the highest degree of integrity in all activities.

Volunteers must:

- Protect personal and confidential information
- Not disclose information obtained through their role unless legally required

4. Ethics and Duty of Care

Volunteers must:

- Act honestly and honourably
- Ensure actions and advice conform to relevant law
- Exercise diligence in all duties

5. Conflict of Interest

Volunteers must:

- Not gain financial or material benefit from their role
- Avoid obligations that may improperly influence them

6. Conduct and Representation

Volunteers must ensure their conduct does not bring HWW or its partners into disrepute.

This includes:

- Not identifying themselves on social media as representing HWW without explicit authority
- Not expressing opinions that could damage HWW's reputation
- Acting respectfully both within and outside Volunteer activities

7. Gifts and Hospitality

Volunteers must not accept gifts or hospitality that could be perceived as a bribe or inducement.

Minor gifts of nominal value (e.g. pens, calendars) are acceptable.

8. Intellectual Property

HWW retains moral rights and ownership of intellectual property created through its activities unless otherwise agreed. Volunteers must respect intellectual property rights of others.

9. Quality and Professional Conduct

Volunteers must:

- Act professionally and with integrity
- Remain objective in judgement and recommendations
- Support ongoing review and quality assurance

10. Equality and Non-Discrimination

Volunteers must:

- Treat others fairly, objectively and with respect
- Comply with the Equality Act 2010 and HWW policies
- Avoid direct and indirect discrimination
- Support reasonable adjustments for disabled individuals

Discrimination includes:

- Direct discrimination
- Indirect discrimination
- Discrimination by association or perception
- Failure to make reasonable adjustments