

Mersey Community Care Association – Volunteer Agreement

This agreement is intended to convey to our volunteers the importance of their voluntary role with the organisation and the people to whom we provide services. We will endeavour to make your volunteer experience with us productive and rewarding. All new volunteers are required to complete this Volunteer-Organisation Agreement in which both parties mutually agree to the commitments being made whenever a volunteer is accepted for the service.

Mersey Community Care Association

MCCA agrees to accept the services of..... (*Volunteer*)

Beginning..... (*Start date*) and commits to the following:

- To provide the relevant information, training and support for the volunteer to be able to meet the responsibilities required of their position.
- To supervise volunteers accordingly and provide feedback on their performance.
- To respect the privacy, dignity, skills and individual needs of each volunteer.
- To be receptive to feedback from volunteers regarding ways in which we might better accomplish our tasks.
- To ensure all volunteers are aware of how to access the complaints procedure.
- To support the volunteers wishes not to accept any tasks that he or she believes to be inappropriate, unsafe, or unacceptable.
- To treat the volunteer as an equal partner with MCCA staff.

Volunteer

I (*Volunteer*), agree to become a volunteer of Mersey Community Care Association and commit to the following:

- To perform my volunteer duties to the best of my abilities at all times.
- To be committed and punctual or provide adequate notice, so that alternative arrangements can be made.
- To adhere to policies, procedures and rules of the organisation.
- To accept supervision in my volunteer role and abide by the limits of my volunteer position description.
- To seek help or support from my supervisor, in a timely manner, with any issue that arises whilst I am volunteering.
- To accept that the organisation has the right to release me from my volunteer duties at any time when it believes that doing so is in the best interest of the organisation or its clients.
- To attend any MCCA supplied training that the organisation believes is necessary for me to better perform my duties.
- To be a responsible team member, delivering quality services to all clients, and adhering to the organisation's mission at all times.
- Commit to a minimum of 4 hours voluntary work per month, unless otherwise arranged with supervisor.
- I have read and understand the Mersey Community Care Association Volunteer Manual issued to me.

Volunteer: Date:

Coordinator: Date: