 **VOLUNTEER ADVICE WORKER AGREEMENT**

Please note that this is not a contract of employment

There is an induction period of four weeks.

# ADVICE CENTRE WILL PROVIDE:

1. An induction within first 4 weeks of volunteering.
2. Support as follows:

* Supervision of all work
* Expenses (travel/lunch) according to the expenses policy
* A designated worker to supervise and mentor you
* The opportunity to attend team meetings.
* Training
* Meetings with your supervisor to discuss progress and development.

1. References after completion of 6 months volunteering
2. Work experience: the opportunity to gain practical experience of case recording, interview skills, confidentiality, negotiating and liaising, offering advice and working in an Equal Opportunities environment.
3. Recognise Equal Opportunities – the Advice Centre will not discriminate against people on the grounds of religion or belief, race, sex, sexual orientation, gender reassignment, marriage and civil partnership, disability or age.
4. Provide Information
5. On training opportunities
6. Publications and reading material on advice work issues
7. Opportunities to attend team meetings, and local advice network forums.

ADVICE CENTRE EXPECTS TRAINEE ADVICE WORK VOLUNTEERS TO:

[1] Make a commitment to volunteer for a minimum of 6 hours a week for 6 months.

[2] Recognise the importance of good time keeping and reliability.

[3] Provide as much notice of availability and absence as possible. On any day that you are due to attend the centre but cannot, inform your supervisor 9.30 am

[4] Maintain confidentiality at all times and sign a declaration of confidentiality.

[5] Provide advice and information to clients through advice sessions, outreach, home visits, appointments and telephone advice sessions.

[6] Recognise Equal Opportunities and work at all times within the philosophy, aims and objectives of Advice Centres policy

[7] Accept and request supervision and training

[8] Attend staff and volunteer meetings when arranged.

After the induction period there is a grievance and disciplinary procedure for volunteers as outlined in the office manual.

I confirm that I have read and understand all the above

Signature (volunteer)……………………………Date………..

I confirm that I am the above person’s named supervisor and have carried out induction, provided contact details and booked supervision sessions as above requirements

Signature (supervisor)…………………………….Date……………………….