

# The Access Project

## Volunteer Agreement

Volunteers are an important and valued part of The Access Project, and we appreciate that you've chosen to volunteer with us. We will do our best to make your volunteer experience enjoyable and rewarding for you, and we will support you through your volunteering journey with us.

This agreement sets out:

- what support you can expect from us when you volunteer
- the expectations from you as a volunteer

### What we expect from you:

- ✓ Strive to do the best you can do when completing your volunteering activities
- ✓ Understand the volunteer role and requirements, as outlined in the [Volunteer role description](#) for your role.
- ✓ Follow and operate within [the policies](#) set out by The Access Project
- ✓ Complete any training specified by The Access Project and pass our safeguarding requirements, including obtaining a DBS check (these will be refreshed every three years)
- ✓ Treat all young people, The Access Project staff, support staff and other volunteers with respect
- ✓ Always maintain professionalism when working with young people and adhere to our Code of Conduct
- ✓ Operate within [The Access Project's Safeguarding Children Procedures](#) in the event of any disclosure/concern
- ✓ Report any incidents or concerns that a child may be at risk.
- ✓ Keep information and data relating to anyone on The Access Project confidential, ensuring you do not share information to third parties without permission
- ✓ Let your designated contact at The Access Project know if you have any questions, feedback or concerns.
- ✓ Meet agreed time commitments and provide The Access Project with reasonable notice if you are unable to keep to these.

## What you can expect from us:

- ✓ Training and support for carrying out your role and access systems relating to your role
- ✓ Once matched with a student, you will have a designated member of staff who will support you with your pairing.
- ✓ Access to resources to assist in your volunteering
- ✓ Access to our online Volunteer Portal (The Access Hub), which is a platform to communicate with other volunteers and share ideas and resources
- ✓ Regular newsletters and updates
- ✓ One-to-one support via drop ins to help you with your volunteering and to share best practice
- ✓ We will respect and listen to your feedback, and keep you informed of any changes.
- ✓ We will strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it's needed.
- ✓ We are committed to ensuring that reasonable adjustments are provided, where appropriate, to enable potential volunteers with a disability to volunteer with us. We will provide the opportunity upon application to detail any reasonable adjustments you may require for you to undertake this volunteering role.