



Volunteer Agreement

This Volunteer Agreement is a description of the arrangement between us, South Western Ambulance Service, and you (the volunteer) in relation to your voluntary work. The intention of this agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

Part 1 – South Western Ambulance Service

We, South Western Ambulance Service, accept the voluntary service of

(Name and Surname)

beginning:

(Date)

Your role as a volunteer is to represent the Trust at Engagement events to the best of your abilities. This work is designed to fulfil the Trust's duty to engage with the public and patients through attending a variety of engagements including but not limited to educational, community and informative events.

We commit to the following:

1. Support and flexibility

- To define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work.
- To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.

2. Health and safety

- To provide adequate risk assessment and feedback in support of our health and safety policy, a copy of which will be sent with our events information.

3. Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

4. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy.

5. Problems

- To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you volunteer with us.
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with Trust procedures and policies.



Part 2 – The volunteer

I, _____ (full name in capitals),
agree to be a volunteer with South Western Ambulance Service and commit to the following:

1. To help South Western Ambulance Service fulfil its duty to engage with the public and patients.
2. To perform my volunteering role to the best of my ability.
3. To adhere to the organisation's rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to its staff, volunteers and clients. This includes but not limited to:
 - Ensure the day is well planned and ask for any support needed ahead of time.
 - Ensure that you wear suitable clothing, preferably your uniform if you have one.
 - Display your ID badge at all times.
 - Follow the rules set by the organisers for each event.
 - Do not smoke in uniform.
 - Arrive on the day in plenty of time.
 - Are not left alone with any student at any time during school visits.
 - Act in a respectful and professional manner at all time.
4. To maintain the confidential information of the organisation and of its clients.
5. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made.
6. To provide referees, as agreed, who may be contacted, and to agree to a DBS check being carried out where necessary.

This agreement is binding in honour only, is not intended to be legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship in addition any which currently exists to be created either now or at any time in the future.

Agreed to:

Volunteer signature

On behalf of SWASFT

Date: