

Canal & River Trust Volunteers

Volunteer Statement



Volunteering is a two-way process. This Volunteer Statement contains mutual hopes and expectations to make sure that you are able to help the work of Canal & River Trust and that you feel valued and supported in doing so.

Canal & River Trust intends to:

1. Explain The Trust's aims and objectives and how volunteering benefits CRT
2. Agree with you your role and tasks and to provide relevant support, training and supervision
3. Treat you with respect and courtesy
4. Offer you different levels of commitment to The Trust and accepts that volunteer commitments may change from time to time
5. Support volunteers in saying "no" when necessary and to encourage volunteers to take on more challenging roles when they are willing and able to do so
6. Inform each volunteer of their volunteer manager or supervisor, ensuring clear lines of communication. This is so that you can tell us if you are happy with how your tasks are organised. This will also allow us to provide you with feedback
7. Try to resolve fairly any problems, complaints and difficulties you may have whilst volunteering with us
8. Ensure that no volunteer is "out of pocket" by reimbursing reasonable and agreed expenses incurred through volunteering for CRT
9. Provide a safe working environment and to inform volunteers of health and safety requirements and guidance
10. Inform volunteers of any known hazards connected with their volunteering activities
11. Ensure that your personal information held in accordance with the requirements of the Data Protection Act 1998.
12. Work within CRT's Equal Opportunities policy

The Volunteer intends to:

1. Support CRT's aims and objectives
2. Maintain high standards of behaviour and assist CRT with maintaining the quality of service whilst carrying out activities for CRT
3. Attend relevant training and support sessions if requested
4. Talk to the appropriate person if you have any problems with your volunteering
5. Follow any relevant CRT's rules and procedures, particularly in relation to health and safety, equal opportunities and confidentiality
6. Have due regard for your own safety and the safety of others
7. Follow any reasonable instructions given to you by CRT staff or volunteers who have been placed in charge of a particular activity
8. Let us know as soon as you can if you wish to change the nature of your contribution, i.e. by attending at different times. If you have agreed to attend, but find that you are unable to do so, let us know as soon as possible.
9. Provide referees who may be contacted and to agree to a Criminal Records Bureau Check being carried out (where necessary)
10. Respect and maintain any confidential information of CRT and of our partners, be it commercial or personal information
11. Work as a team with employees and other volunteers and make new people feel included and welcome
12. Treat fellow volunteers and staff with courtesy and respect

This agreement is binding in honour only; it is not intended to be a legally binding contract and the volunteering arrangement may be ended at any time at the discretion of either party. Neither of us intends any employment relationship to be created between us.

We hope you find volunteering with us enjoyable and rewarding.