



Turtle Dove Cambridge Community Interest Company

Volunteer Agreement

Updated: May 2025

Review due: May 2026

Turtle Dove Cambridge
Volunteer Agreement

Volunteers are an important and valued part of Turtle Dove Cambridge (TDC). We hope that volunteers enjoy their role and that they feel an important part of our organisation. This Volunteer Agreement describes the arrangement between (TDC) and volunteer, it describes what volunteers can expect from TDC and what we can expect from the volunteer. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Part 1: The Organisation

Your role as a volunteer is as agreed through application process and starts as soon as you are available. This volunteering role is designed to further the work of Turtle Dove Cambridge.

You can expect from TDC:

1. Induction and training

To provide a thorough induction on the work of TDC, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role. The Volunteer Policy provides full details of the organisation. We want to equip you with the knowledge and skills that are necessary to enable you to carry out your volunteering role to the best of your abilities.

2. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
- To provide a named person who will meet with you regularly to provide support and to discuss your volunteering role, any successes and problems that you may have and how we could improve this for you;
- To do our best to help you develop your volunteering role with us;
- To offer regular feedback on your performance in your volunteering role.
- To respect your skills, dignity and individual wishes and to do our best to meet them.
- To support volunteers in running Disclosure and Barring Service (DBS) checks and keeping required certifications up to date;
- To facilitate trainings and teambuilding events on a quarterly basis (minimum).

3. Expenses

- To reimburse expenses, with receipts, following the procedures in the Volunteer policy:
 - Travel to and from home, to [the place of volunteering] and during your work: see the Volunteer policy for rules on methods of travel and car mileage allowances
 - Meal expenses to a maximum of £6. Expenses should be incurred through volunteering so to be eligible you should volunteer around mealtimes or for at least 4 hours a day.
 - Specialist clothing or equipment where this is required and provided by you.

4. Health and safety

To provide adequate training and feedback in support of our health and safety policy, a copy of which is available on request

To provide a safe and healthy working environment.

5. Insurance

To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us, that will insure you against injury you suffer or cause due to negligence.

6. Equal opportunities

To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is set out in the Volunteer policy

7. Problems

To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us. In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteer policy

Part 2: The Volunteer

Our expectations are that you will volunteer your services to TDC as **[volunteer driver/event support/administration/fundraising/other];**

We expect you:

- To help Turtle Dove Cambridge fulfil its aims to work with identified NEET and potential NEET young women in Cambridge, aged 14 to 23 years, through;
- To help Turtle Dove Cambridge provide work experience opportunities to raise self-esteem, promote further connection with the community and improve mental health;
- To perform your volunteering role to the best of your ability;
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
- To maintain confidentiality of the information of the organisation and of its clients;
- To provide at least 2 referees who have agreed to be contacted;
- To agree to a DBS check being carried out where necessary and to register for the DBS update service. The organisation must be informed of any changes to a volunteer's DBS check;
- To volunteer with TDC at least once every 6 weeks but ideally once a month (e.g., volunteer at an event, perform administrative duties);
- To meet the time commitments and standards which have been mutually agreed to ;
- To give TDC at least 5 days notice if you are unable to engage in an activity (except in cases of illness or emergency) so other arrangements can be made;
- To work with TDC to keep required certifications up to date. All volunteers are expected to have up to date safeguarding training. Event volunteers might also be offered food safety and first aid training;
- To offer feedback/testimonials regarding their experience with the organisation. Volunteers may be asked to share photographs of themselves from time to time (e.g., to celebrate volunteer week or to recruit new volunteers). This is not mandatory and is entirely dependent on individual wishes.

This agreement is binding in honour only, is not intended to be a 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 to be created either now or at any time in the future.