



Volunteer Agreement.

Name:

Date:

Thank you for your commitment to becoming a volunteer with Friends of Refugees London! Volunteers are vital to our work. This agreement has been created to show our volunteers that we have spent time and care in planning how volunteers and clients will be welcomed at the Friends of Refugees London (FoRL). It outlines that all volunteers will be treated in a fair and consistent way. It will also help our volunteers understand what support is available and what you can expect from us.

Your role is as a VOLUNTEER BEFRIENDER. This work, and our values, rules, and safeguarding guidance, are described in the Befriending Handbook.

Part 1: Our commitment to you.

We, FoRL, accept the voluntary service of.....(*full name in block capitals*)
beginning(*date*).

We commit to the following:

1. Induction and training

- To provide thorough induction on the work of FoRL, its staff, your volunteering role and the training necessary to assist you in meeting the responsibilities of your volunteering role;
- To hold regular training sessions and peer support pairing; and provide access to a support network of other befrienders.

2. Supervision and ongoing support

- 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 meet with you regularly to discuss your volunteering, and to be available at other times to discuss any concerns or issues;
- To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.
- To strive to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you volunteer with us;

3. Expenses

- FoRL does not currently have a regular funding stream so out-of-pocket expenses are not offered.

4. Safeguarding

- To provide adequate training and feedback in support of our safeguarding policy.

5. Equality, diversity, and inclusion

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, which can be found on our website.

6. Recognition of your service

- To provide documentation of your service. After 3 months of regular service, we will provide a Certificate of Appreciation. If you have regularly volunteered for a period of at least 6 months, you can apply to FoRL for a reference.

Part 2: The volunteer's commitment

I,(full name in block capitals), agree to volunteer with FoRL and commit to the following:

- To help FoRL fulfil its mission of supporting and helping refugees start their new life in London through social inclusion and participation in local communities, with dedication and commitment.
- To perform my volunteering role to the best of my ability, and to commit at least two hours per week to the role.
- To follow and operate within FoRL's Code of Conduct (below), procedures and standards, including safeguarding procedures and its Equality, Inclusion, and Diversity policy in relation to volunteers and clients.
- To go to any briefings and training sessions that will help me in my role.
- To attend any compulsory training sessions, including induction.
- Be positive about and support the charitable work of FoRL.
- To act responsibly and within the law.
- To maintain the confidential information of the organisation and of its clients.
- To value and respect the rights of clients.
- To let my volunteer manager know if I am having any problems or if I have any complaints, concerns, or feedback.
- To meet the time commitments, other than in exceptional circumstances, and provide reasonable notice when I'm not available so that alternative arrangements can be made.
- To prove a valid Basic DBS check and ensure it is updated every 3 years in accordance with government guidelines.

Part 3. Code of Conduct

The safety and welfare of all clients of Friends of Refugees London is paramount, therefore I commit to:

- Be respectful, considerate, open, and honest as a volunteer with Friends of Refugees London.
- Create and contribute to a positive and supportive atmosphere for clients, other volunteers and the Friends of Refugees London team.
- Communicate clearly and effectively with clients and with FoRL.
- Respect confidentiality and never discuss or disclose any personal information to anyone other than the person(s) authorised to receive it, both during and after my involvement with FoRL.
- Never promote views and opinions which are outside the remit of FoRL or its values.
- Do no harm to any person, in the course of my engagement with FoRL, be it directly or indirectly, in person or online, through action or omission.
- Ensure no person is exposed to risk of harm or abuse in the course of the day-to-day delivery of the work of FoRL. 'Harm' includes, but is not limited to, bullying, harassment, discrimination, victimisation, violence, verbal abuse, physical abuse, emotional abuse, and sexual abuse.
- Deliver the work of FoRL in accordance with health and safety guidelines and avoid behaviour that creates unnecessary risk to myself or to clients.
- Deliver the work of FoRL ensuring no client is misrepresented or exploited, and to avoid placing them or their family at risk.
- Report any concerns I may have about the welfare of a client to the designated protection and safeguarding lead.
- Report any concerns I may have about the behaviour of any person acting under the FoRL banner in relation to the safety and welfare of clients, including both face-to-face and online contexts.
- Never agree to keep a secret with a client which could have an impact on their safety and welfare, or the safety and welfare of other clients.
- Never exploit a client in any capacity, or engage a client in an activity which can be deemed to be exploitative, including informal employment, lending or borrowing money, or unregistered use of a client as a volunteer (e.g. as an interpreter or translator).

Friends of Refugees London takes a strict approach to breaches of this Code of Conduct. Any breaches will be dealt with in accordance with our disciplinary policy.

VOLUNTEER SIGNATURE

FoRL REPRESENTATIVE SIGNATURE

VOLUNTEER NAME

FoRL REPRESENTATIVE NAME

DATE