**The Trussell Trust** A picture containing light

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**Volunteering Agreement**

**Vision, mission, and values**

Our vision is to see an end to the need for food banks in the UK. The Trussell Trust supports food banks across the UK to provide emergency food and compassionate, practical support to people in crisis, while campaigning for a UK without the need for food banks.

**Aim and scope of the agreement**

This agreement provides guidance for volunteers who have accepted an agreed role within the Trussell Trust and for the Volunteering team at the Trussell Trust. The agreement forms part of our commitment to volunteering, acknowledging the hugely valuable contribution that volunteers make.

**Our volunteering principles**

* Volunteers are recognised as equal partners in achieving the aims of the Trussell Trust.
* All volunteers are recruited in line with best practice guidance.
* Volunteers are integrated into the structure of the charity and can actively contribute to the charity’s work.
* All Trussell Trust staff at all levels will engage positively with volunteers.

**Equity, diversity, and inclusion**

The Trussell Trust staff and volunteers are committed to embracing diversity and promoting equity and inclusion. When representing the charity as a volunteer we expect you to support our commitment to promoting equality.

**As a volunteer you can expect to be:**

* involved with an organisation that is dedicated to ending hunger
* welcomed and treated with courtesy and respect
* provided with clear instructions, information and support to assist you
* consulted and informed about any possible changes to your role
* treated fairly, regardless of sex/gender, sexual orientation, age, parental or marital status, disability, religion, race, ethnic or socio-economic background
* provided with named contacts. They are Hayley and Izzie who can be reached at [volunteering@trusselltrust.org](mailto:volunteering@trusselltrust.org)
* able to have your right to privacy respected
* recognised and shown appreciation for your contribution and efforts.

**The Trussell Trust expects volunteers to:**

* uphold and champion the vision, mission, and values of the Trussell Trust

whilst remembering that you are a representative of the charity

* collaborate positively with staff, volunteers, and members of the public, as well as staff from partner organisations throughout your volunteering
* be open and honest in your dealings with us
* comply with relevant policies and procedure
* meet mutually agreed expectations around your role
* let us know if we can improve the service and support that you receive
* inform us if you no longer wish to receive further communications and end your volunteer role.

**Insurance, risk assessment, and health and safety**

All volunteers are covered by The Trussell Trust’s public liability insurance and the role has been risked assessed.

**Problem solving**

Problems may arise in a number of different ways. In cases of difficulty, the Trussell Trust endeavours to get it right from the beginning, by following guidance on good practice, having up to date policies, and listening to the concerns of volunteers.

**Safeguarding**

The Trussell Trust ensures that it promotes a safe environment for children and adults at risk as well as for staff and volunteers. This means that we want to protect their health, wellbeing, and human rights, to enable you to live free from harm, abuse, and neglect.

**Confidentiality**

Whilst volunteering, you may discover information of a confidential nature. We expect all volunteers to comply with our confidentiality guidelines and sign up to our Confidentiality Agreement.

**Data Protection**

As a volunteer at the charity, the charity will hold some data about you. See the Privacy Policy for further information on the data we hold and how we keep it safe.

**Modern Slavery**

We have a zero-tolerance approach to modern slavery and human trafficking. We are committed to ensuring there is transparency in our organisation and in our approach.

Thank you for volunteering with us. We are delighted to have your support.

Reviewed: July 2024