

## **TERMS OF AGREEMENT BETWEEN VOLUNTEERS AND PERSHORE VOLUNTEER CENTRE**

*Discussed with volunteers at interview*

### **Volunteers will:**

Approach their volunteering applications in a professional manner, in the same way as a job application, which will help to ensure a successful placement for both parties.

Provide honest and accurate applications, with sufficient detail to enable an assessment of their suitability for the opportunities of their choice, eg experience, background, reasons for applying for the opportunity, availability, time commitment, their needs etc.

Attend an informal discussion at Pershore Volunteer Centre to discuss their motivation, what they hope to gain from volunteering and options available, in order to refer them to the most suitable opportunity. Decide whether they want their details to be kept on file to be given the option of applying for any new opportunities that match their areas of interest.

Make sure they understand the referral and recruitment process for their selected opportunities, keeping the Volunteer Centre up to date with progress, any delays from the organisations concerned, and the outcome, eg when they are offered a role and the date on which this placement commenced.

Make sure they understand what the organisation will provide in terms of induction, training and volunteer support, alerting the Volunteer Centre if this is not delivered.

Contribute to the development of the Volunteer Centre's service. Provide honest feedback to the Volunteer Centre (or a third party, eg for quality control) about how they are treated by the Volunteer Centre and the recruiting organisation, before and during any volunteering placements.

Advise the Volunteer Centre of any changes in circumstance, eg new contact details, no longer volunteering for the original organisation, no longer able to volunteer, or interested in other roles.

Help to promote Pershore Volunteer Centre and volunteering to a wider audience.

### **Pershore Volunteer Centre will:**

Manage the recruitment process efficiently and effectively, adding value throughout. Act promptly on any information provided, changes required, advertising opportunities and volunteer applications.

Offer consultancy and support to organisations about developing possible volunteer opportunities and roles, building on our experience of current trends and volunteer needs, including Good Practice for managing volunteers.

Promote volunteering and the work of the organisations who use the Volunteer Centre's service.

Operate in line with confidentiality and data protection requirements.

### **For each opportunity:**

Commit to providing a complete description of the roles, tasks, application process, what volunteers can expect in relation to induction and training, ie the organisation's 'contract' with the volunteer. Accurately input all information given about the opportunities.

Commit to promoting the opportunity as agreed with the recruiting organisation, eg within the Volunteer Centre, in Parish Magazines, local media, social media, Do-it.org, through the database of existing volunteers.

Commit to making informed referrals by screening volunteers to increase the likelihood of a compatible match between the organisation and individual needs. Refer individual contact details with a brief background/CV, reasons for applying and any other supporting details provided by the volunteer. Recruiting organisations may choose to screen applicants themselves, eg accept enquiries made through Do-it.org (phone number, email address and postcode), following up with their own application form instead. Follow-up with the organisations to determine the outcome of referrals made.

**For each volunteer:**

Make the best possible match between volunteer and opportunity, with a high likelihood of a successful, rewarding experience. Establish which volunteer opportunities would best suit them, using information provided on their Volunteer Registration Form and face-to-face discussions. Agree which opportunities they would like to be referred to. Advise where we would not feel it appropriate to refer them for a specific opportunity –ideally finding a suitable alternative.

Manage their expectations by advising them of the full recruitment process for the opportunities that they have chosen, including likely timescales. Confirm what they can expect before being offered a placement, once offered a placement, and when in post, ie their 'contract'.

Follow up volunteers after a referral (via organisation and volunteer) and within 3 months of the notified start date of a placement (via organisation and volunteer). Follow-up, as appropriate, volunteers not placed after referral, if a placement doesn't work out, if their circumstances or needs change (via volunteer). Follow up all volunteers 12 months after their initial point of contact with the Volunteer Centre (via volunteer). This may include Survey Monkey or contact from a third-party, eg for quality control. Proactively contact volunteers who have chosen for their details to be kept on file and alerted when new opportunities become available that match their areas of interest.