

## Volunteer Agreement Top Tips

Templates for volunteer agreements are available in the Nova Members Resources Area under 'Volunteering'. Use these as a starting point and tailor them to your organisation's needs.

### What to Include in a Volunteer Agreement

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- Role and responsibilities – keep these clear and realistic.
- Hours, days, times and the location of the volunteer role.
- What to wear – set expectations around clothing or uniforms.
- Commitment intention (e.g. aiming for 12 months, if appropriate).
- Any trial or probation period and what this involves.
- Communication expectations, line management information and key contact details.
- Benefits the volunteer is entitled to – reference your Volunteer Handbook if applicable.
- Volunteer expenses process – again reference the Volunteer Handbook where relevant.
- Mandatory training requirements – outline expectations and Handbook links if applicable.
- Catch-up or supervision schedule and how support will be provided.
- Boundaries and safeguarding information – reference the Volunteer Handbook.
- Exit procedure for volunteers choosing to leave the organisation.
- Grievance procedure and communication pathways – reference the Volunteer Handbook.
- Emergency contact and relevant health information (if not already collected). Consider whether a Health & Safety Risk Assessment is required for the role.
- Insurance (Public Liability/Employer Liability)
- Health & Safety Law

## Important Points

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- Ensure both you and the volunteer sign the agreement.
- Build in an annual (or more regular) review, especially if the volunteer role changes or as part of your personal details update process.
- Checked by someone else.

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