

## **Reach volunteer agreement**

Reach works in partnership with volunteers to help them find fulfilling volunteering roles. As with any other partnership, it will function most effectively where both sides are committed to making it work. The following clarifies the responsibilities of each by each party.

### **What Reach will do for you**

The Reach service is free to volunteers.

We will suggest to you suitable roles from our register, and provide you with the tools to search for roles yourself.

We will forward your profile and contact details to organisations when you have told us that you are interested in a role.

We will continue to send you details of suitable new roles as they are registered with us.

Reach only accepts organisation and roles which meet our basic criteria. However we cannot undertake full checks or guarantee the legitimacy of any information provided to us by these organisations.

We ask that all our organisations pay reasonable volunteer expenses, but we cannot guarantee that they will do so.

When we pass your details to the organisations in which you have expressed an interest, we ask that they respond to you within two working weeks. However we can not guarantee this will always happen. Please do let us know if you do not hear from an organisation after a few weeks.

### **What we ask from our volunteers**

Please respond to any communications from either Reach or our organisations in a timely manner. Our service can only work effectively if everyone involved communicates clearly and reliably.

Please respect the commitment you make to an organisation by completing agreed work and keeping arranged appointments or informing the organisation if you can not do so. If you change your mind about a role you should inform the organisation so they can make alternative arrangements.

We will encourage you to consider a wide range of different roles, you are then given the opportunity to express an interest in one or more of these. You are under no obligation to take up any role you have expressed an interest in.

We ask that you keep us informed of which roles you are interested in and whether you would like to have more roles suggested to you.

Please keep us informed about changes to your contact details.

We ask that you let us know if you take on a role through Reach and whether you are interested in taking on a further role.

We would be grateful if you could complete and return the feedback form which we send to you. The information that you give us helps us to develop and improve the services which we offer to our volunteers and organisations.

Finally, please do let us know as quickly as possible of any potential problems which you may encounter at any stage during the Reach process and we will respond to you as soon as we can.

Please note:

All Reach roles are volunteer roles only and do not attract any payment, beyond covering reasonable expenses. You may not use our service to canvass for business or ask voluntary organisations to share a percentage of income earned through your voluntary efforts.