

# Countryside Service Volunteer Agreement

This Volunteer Agreement describes the arrangement between Derbyshire County Council's Countryside Service and (name of volunteer)

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We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your experience of volunteering with us enjoyable and rewarding. Your role as volunteer is (state the nature of the voluntary work)

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and starts on (date) \_\_\_\_\_

## Part 1: Derbyshire County Council

Derbyshire County Council commits itself to the following:

### Induction and training

- To provide you with a thorough induction on the work of Derbyshire County Council and its staff, your volunteering role and training you need to meet the responsibilities of this role.

### Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them.
- To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems.
- To do our best to help you develop your volunteering role with us.

### Expenses

- Reimburse eligible out of pocket expenses incurred during the course of volunteering duties. Only in exceptional circumstances will the cost of travel from home to the volunteering base be reimbursed.
- Make sure you do not lose out financially as a result of your volunteering activities.

### Health and safety

- To provide adequate training and feedback in support of our health and safety policies.
- Ensure the safe working of volunteers and provide appropriate personal protective equipment to volunteers when required.

### Insurance

- To provide appropriate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by the Council.

## Equal and Diversity

- To ensure that all volunteers are dealt with in accordance with our equality and diversity policies.

## Problems

- To try to resolve fairly and quickly any problems, grievances or difficulties you may have while you volunteer with us.
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with our problem solving procedure.

## Part 2: The Volunteer

Whilst volunteering with Derbyshire County Council's Countryside Service in the role of  
(enter volunteer role)

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I agree that there is a reasonable expectation that I will:

- Perform my volunteering role to the best of my ability.
- Follow Derbyshire County Council's procedures and standards, including those relating to health and safety and equality and diversity, in relation to its staff, volunteers and clients.
- Meet time commitments and standards agreed to, and, where necessary, give reasonable notice so that other arrangements can be made.
- Provide referees who may be contacted, if required, for the volunteering role.
- Agree, should the volunteering role require it, to an enhanced check for regulated activity through the Disclosure and Barring Service (DBS).
- Represent the Service in a positive manner.
- Act with integrity and honesty when performing my volunteer role. The public is entitled to expect the highest standards of conduct from those that volunteer with Derbyshire County Council.
- Remember to be responsible to the community I serve and ensure courteous, efficient and impartial services to all service users, groups and individuals within that community, as set out in the Customer Service Charter and in line with the Council's vision of improving life for local people. These responsibilities apply equally to conduct with employees, contractors, other volunteers, and those on student/work experience placements with the Council.
- Recognise that confidentiality and data protection is an obligation for those that volunteer with Derbyshire County Council.

**The Volunteer Agreement is not a legally binding contract of employment between the County Council and the volunteer. It may be withdrawn from at any time at the discretion of either party, although whilst the parties are working together, the principles are expected to apply. Neither party commits to any employment relationship being created either now or at any time in the future.**