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**Volunteer Agreement**

**Expectations of MindOut volunteers**

The following information will outline what will be expected of you as a MindOut volunteer and what you can expect from MindOut.

MindOut volunteers:

* must identify positively as Lesbian, Gay, Bisexual or Transgender and have a personal understanding and experience of LGB&T issues
* must be able to support people in a non-judgmental way
* must have an understanding of how heterosexism, homophobia, biphobia and transphobia affect the emotional and mental health of LGBT people
* are expected to work within the MindOut ethos of user empowerment and show commitment to supporting and encouraging service user involvement and participation.
* are expected to read and implement all MindOut policies and procedures, specifically confidentiality and conflict of interest.
* must operate within MindOut’s Equality and Diversity Policy and Confidentiality Policy and show commitment in practice to their implementation
* are expected to attend MindOut’s volunteer training course, regardless of your experience, skills or qualifications.
* are expected to attend regular supervision with a MindOut worker. Team supervision gives the opportunity to discuss and share work related issues, feelings and concerns; talk about training and support needs and gain advice and information and peer support. One to one supervision is also available on the request.

MindOut is aware that all volunteer time is precious and that you have other commitments. However, we do request that anyone who chooses to apply, train and take up post as a volunteer commits themselves to volunteer with us for a minimum of 12 months.

**Appraisal**

Volunteers are required to attend an annual review with their supervisor. This will be an opportunity to discuss the volunteers work, needs and future plans.

**Absences and holidays**

Volunteers are encouraged to take holiday time and regular breaks. It is helpful if you can give a months notice of any holiday wanted. If you are ill, please let us know as soon as possible by ringing the office.

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**Resignation**

It is requested that volunteers provide one month’s notice if they want to resign. Volunteers will be offered an exit interview during their last month

**Expenses**

Travel expenses are paid to volunteers who need to travel to meet with or on behalf of service users or MindOut. Travel claims should be agreed beforehand with your supervisor.

**Appointments and responsibilities**

Volunteers should at all times be punctual and reliable for appointments and other commitments made with service users and when representing MindOut. Service users and MindOut staff must be notified as soon as possible of cancellations or appointment changes.

**Data Protection/Confidentiality**

Volunteers are expected to maintain client confidentiality at all times. Any issues about confidentiality must be discussed with a MindOut worker.

Access to client files is on a need to know basis, following discussion with MindOut staff.

No information about a service user should be discussed with any person, other than the MindOut team without permission from the service user.

Under no circumstances should a service user’s file or any documented information about a service user leave MindOut offices

Computer records and files, including USB’s must be password protected.

**Recording Information**

All case work or group work done by a volunteer must be written up and filed appropriately. Follow up work and appointments should be made with service users and communicated to your supervisor.

**Personal/Professional Boundaries**

A professional working relationship between volunteers and service users must be maintained at all times. If a services user is known to a volunteer personally or socially, this must be discussed with your supervisor or MindOut staff member as soon as possible.

**Conflicts of Interest**

Whilst volunteering at MindOut you may find yourself with conflicting interests, eg if you know a service user personally or if a service user knows your friends or acquaintances. Any conflicts of interest must be discussed with a MindOut worker as soon as possible.

**References**

Reference requests will be provided after three months of working as a volunteer

**Any Problems**

As with permanent staff, any problems or concerns relating to a volunteers work will be raised in supervision in the first instance.

The volunteer induction pack will contain Mind’s disciplinary, grievance and complaints procedure.

Volunteers and MindOut both have the right to terminate this agreement

This agreement is binding in honour only and not intended to be legally binding

Volunteer ……………………………….. Date ………………….

Supervisor ………………………………. Date …………............