



Charles Thompson's Mission Volunteer Agreement (edited July 2020)

Thank you for considering volunteering with Charles Thompson's Mission. We really appreciate your willingness to give your time to serving the poor and needy in Birkenhead and the local area.

The purpose of this agreement is to set out what you can expect from CTM and what we can expect of you in your role. It is not intended to be legally binding and either party can end it at any time by informing the other if they wish to do so.

Please read the following carefully.

What you can expect from Charles Thompson's Mission:

- *Information on policies and procedures for CTM will be made available to you by the Centre Manager.
- *To be treated fairly and with respect in line with the organisation's policies on equal opportunities.
- *To support you, where necessary with appropriate training.
- *To resolve any problems, complaints or difficulties which may arise.
- *To provide adequate insurance cover whilst you are undertaking voluntary work for CTM.

What we can expect from you:

- *You will engage with your volunteering role to the best of your ability.
- *You will help to fulfil CTM's vision to share the gospel and show the love of Christ with those who use our facilities.
- *To follow CTM's policies and procedures including health and safety, and food hygiene.
- *You will keep up to date with any changes or alterations to policies and procedures.
- *You will bring any comments or concerns you may have to the Centre Manager or a member of staff.
- *You will respect and maintain the confidentiality of the organisation and those involved in it.
- *To support the staff, trustees and appointed volunteers and not undermine them or bring CTM into disrepute.
- *When engaging in social media, volunteers may not post disparaging or defamatory statements or comments about CTM, clients, volunteers, staff, trustees or anyone associated with the organisation, past or present. Volunteers should not post social communications that might be misconstrued in a way that could damage CTM's reputation, even indirectly. Volunteers agree to report any social media content that reflects poorly on the organisation, to a member of staff.
- *You should be willing to attend for volunteering when contacted by the Centre Manager or member of staff, and meet the time commitments and standards which have been mutually agreed.
- *You should endeavour to give reasonable notice when possible, if unable to attend so other arrangements can be made.

Approved applications

If your application is approved, your details will be kept on file and you will be contacted when a need arises and invited to attend on a specific day. Please do not attend without approval and prior contact from the Centre Manager or member of staff. Our policies do not allow us to engage walk in volunteers.

Thank you