

MSA Trust Volunteer Agreement

This agreement explains what our volunteers can expect from the MSA Trust. It also explains what we ask of volunteers.

The Volunteer Officer at the MSA Trust can answer any questions about this agreement. The Volunteer Handbook, Volunteer Role Descriptions and our volunteer policies and procedures give more detail on expectations and responsibilities of the Trust and of volunteers.

What you can expect from us:

- A named Role Manager to support you.
- To be treated with dignity, fairness and respect, in line with our policies.
- To be part of a friendly team of staff and volunteers.
- Induction and training appropriate to your role.
- A clear role description.
- Pre-agreed expenses.
- Experience in supporting people affected by MSA.
- Ongoing communications and updates.
- Appropriate measures so you can carry out your role safely (health and safety procedures, liability insurance).
- For any concerns or complaints to be managed in a professional, timely way, according to our volunteer policy.
- To be notified about any changes to roles or expectations, and included in discussions about changes whenever possible.

What we expect from you:

- To keep people with MSA at the heart of what we do.
- To carry out your role, as outlined in the role description, to the best of your ability.
- To keep in contact with your Role Manager, and let them know of any problems or worries you have about your role.
- Give as much notice as possible if can't make an event, meeting or deadline.
- Follow the Trust's volunteer policies and procedures.
- Follow health and safety guidance and speak to your Role Manager if you have any questions or concerns.
- To report any health, safety and safeguarding concerns to the appropriate staff member.
- While carrying out your role, to treat everyone you encounter equally and with respect.
- Follow the confidentiality rules in the volunteer handbook and additional guidance relevant to your role.
- To respect the privacy of Trust members and other volunteers, and not disclose information except in an emergency or if there are safeguarding concerns.
- Let your Role Manager know if you decide to leave your role, trying to give as much notice as possible.
- To not bring the charity into disrepute through your behaviour or actions.
- To not discriminate against any members of the Trust, staff or fellow volunteers.

Safeguarding

Safeguarding is everyone's responsibility. All staff and volunteers at the MSA Trust have a duty of care to keep at-risk people safe as far as possible.

The volunteer handbook details what safeguarding is and what volunteers need to do if they have any concerns. Named Role Managers or the Volunteer Officer can help with any questions or concerns.