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**Volunteer Agreement**

Mission

Cleobury Mortimer Food Bank is a registered Charity with the aim to provide support to the most vulnerable within Cleobury Mortimer and outlying villages. Maslow’s Hierarchy of Needs suggests that physiological needs are the base to any human need, including food as a basic need. If our community is to thrive we need everyone to be able to meet this basic need in order to grow and develop. Cleobury Food Bank will support individuals and families to meet this need on a regular or ad hoc basis, aiming to sign post, befriend and support those most in need.

Induction and training

There will be a brief induction into volunteering by one of the Food Bank Coordinators

This will include:

* The role of the volunteer
* Introduction to other volunteers
* Essential procedures
* Details of where to sign-post clients
* Other information as appropriate
* Information about safe moving and handling

Support

The Food Bank Coordinators will be first point of contact and can be reached at 07519 885943. Confidentiality

Cleobury Food Bank requires explicit confidentiality, which all volunteers are to observe. Most, if not all of our volunteers will come from the locality and may well know some of the clients using the Food Bank. It is crucial that for the Food Bank to be successful the clients feel safe and are not concerned that their need for support will be commonly known. Therefore, any persons volunteering will sign the agreement form acknowledging that confidentiality is of paramount importance.

Safeguarding

A copy of the Food Bank Safeguarding Policy is always available in the Food Pantry. It is also on the Food Bank website – [www.cleoburyfoodbank.co.uk](http://www.cleoburyfoodbank.co.uk)

There will be a minimum of two persons volunteering on any given day. If a safeguarding concern is raised in conversation, it is to be passed onto the designated safeguard lead (Nominated Trustees). If they are not available then pass on to one of the other Coordinators. Once the safeguarding concern has been passed on, there is no obligation or need for it to be pursued by the volunteer.

Volunteer Agreement

Responsibilities of volunteer:

* Be a positive welcoming face for the Food Bank
* Follow procedures given in Induction/ training.
* Communicate availability with the Coordinators.
* Observe confidentiality at all times\*.

Termination

\*Except for safeguarding concerns

Asking a volunteer to cease involvement with the Cleobury Food Bank is at the discretion of the Trustees and can be eﬀective immediately. Situations that may give rise to the need of termination of a volunteer’s involvement may include:

* Causing a disruptive influence to the other volunteers or to the service users.
* Conduct outside volunteer hours prejudicial to the interest or reputation of the Food Bank.
* Unreliability in time keeping and/ or attendance.
* Failure to comply with the volunteer agreement.

# Volunteer’s name

………………………………………………………………………………………………………………

I have read and understood the above

Signed: …………………………………………………………………

Date: ………………………………………………………………..