

Volunteer agreement: Our commitment to you, your commitment to us

When you agree to volunteer with us, you agree to act in line with our volunteer agreement. It sets out the expectations from you as a volunteer and what support you can expect from us.

As a volunteer we ask that you:

- Have a willingness to work within our values, and to respect others regardless of differences in faith or background.
- Strive for the best that you can do and complete your volunteering activities with dedication and commitment.
- Go to any briefings and training that we think will help you in your role.
- Be positive about and support the work of Wycombe Homeless Connection.
- Are familiar with, and have the ability to work within, our policies and guidelines, especially regarding health & safety and safeguarding procedures.
- Act responsibly and within the law.
- Maintain confidentiality of our activities, the people in our care, our team and our procedures.
- Value and respect the rights of our clients.
- Work in partnership with staff and volunteers to make society a better place for our beneficiaries.
- Let the Volunteering Coordinator know if you are having any problems or if you have any complaints, concerns or feedback including safeguarding concerns
- Meet agreed time commitments and give reasonable notice when you're not available so that arrangements can be made.

In return, we will:

- Introduce you to how our organisation works and your role within it.
- Give information about our work, policies and procedures.
- Offer training and support for your role.
- Reimburse agreed expenses.
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when needed.
- Respect and listen to your feedback, and keep you informed of any changes.
- Ensure your health, safety and welfare.
- Apply our equal opportunities policy.
- Encourage a positive and supportive volunteering experience.
- This agreement is in honour only. It is not intended to be a legally binding contract and either Wycombe Homeless Connection or the volunteer can end the agreement at any time.

Our values

We are committed to there being zero tolerance to leaving people on the street.

We believe there should be enough homes for everyone.

We will do everything we can to prevent anyone ever losing their home.

We are happy to explain our faith but we do not promote religion nor evangelise. We serve and work with people of all faiths and none and respect the diversity of people we serve. Our staff and volunteers come from a wide range of backgrounds and perspectives.

Our Christian faith guides everything we do and inspires our four core values. We welcome staff, volunteers, and serve people, of all faiths and none.

Compassion

We treat every person with compassion, caring for the whole person, taking account of an individual's physical, emotional and spiritual needs, especially those who have been harmed by homelessness, or are facing homelessness.

Respect

We respect and value every person as created in God's image and will treat them with love, dignity and kindness.

Trust

We build trust acting responsibly and with integrity in all we do, committing to achieve the best outcomes for every person we encounter and work with. We trust God will, through our supporters and community, provide all we need to do our work.

Teamwork

We achieve more when we learn from and collaborate with others including the people we serve, our partners, our supporters, our staff and our volunteers.