

Volunteer Agreement

This document is intended to set out the expectations United Synagogue has of all of its volunteers, and what its volunteers can expect from the organisation.

This document should be read in conjunction with the draft Code of Conduct and Problem-Solving Policy.



The
United
Synagogue

Thank you for volunteering with the United Synagogue.

Volunteers add real value to our work to power Jewish life. Volunteers bring energy, passion and new ideas that help us to make a real difference, enabling more Jews to do more Jewish things more of the time. In fact, we couldn't achieve so much without our thousands of passionate and committed volunteers: thank you!

Rabbi Sacks zt'l said:

"Volunteering is rarely glamorous and never easy, especially for those with many other pressures on their time. But few things count more when it comes to looking back on a life than being able to say, 'I made a difference.' Beneath the clamour of self-interest, a quieter voice within us whispers the deeper truth, that the greatest gift is to be able to give." The Power of Ideas, p. 79

We want your volunteering experience to be enjoyable and rewarding. This agreement outlines what we can expect from each other whilst you are volunteering with us.

What you can expect from us

We will:

- Introduce you to the United Synagogue's mission and vision, scope of its work, policies, and procedures to facilitate your volunteering journey.
- Make you feel welcome by providing a clear explanation of your role and how it enables us to achieve our mission. We will support and guide you to feel confident in your role.
- Provide you with training, advice and support relevant to what you'll be doing.
- Ensure that you know who you report to, as well as the member of staff responsible for your volunteering, if relevant.
- Listen to your ideas, feedback and suggestions for improving your experience and what we do.

- Work with you to resolve any problems, complaints or challenges you may have whilst volunteering, following our Problem-Solving Policy where necessary.
- Keep you informed and involve you in decisions that may affect your volunteering role.
- Make sure everyone feels valued, included and respected, and maintain a safe environment for all volunteers, regardless of protected characteristics.
- Provide adequate insurance cover whilst you carry out your volunteering.
- Ensure that all information provided by you is stored and used in accordance with GDPR.
- Reimburse reasonable and agreed out-of-pocket expenses in a timely manner.
- Celebrate your contributions and thank you for the difference you make.
- Offer opportunities to develop and take on additional volunteering responsibilities where appropriate.
- Keep you informed of the latest news and updates about our work and your role.

What we expect from you

As a volunteer, we ask that you agree to:

- Work in partnership with fellow volunteers and staff to fulfil our vision and mission through the work we do together.
- Carry out your volunteering to the best of your ability, with guidance from our team, and in line with our Volunteer Code of Conduct, [byelaws, policies and procedures](#).
- Show respect to other volunteers, US professional colleagues, members of the public and anyone you interact with as a volunteer.

- Communicate openly and respectfully, whether in person, over the phone, or through digital channels including social media.
- Declare any personal or financial conflicts of interest that may arise while you are acting as a volunteer.
- Undergo any training as required by the role, including the use of Volunteer, our volunteering software when applicable.
- Keep things private and respect confidentiality by adhering to our [Data Protection policy](#).
- Immediately report any safeguarding concerns about children or vulnerable adults to the [US Director of Safeguarding](#) as per our protection policies. See the *forthcoming* US Safeguarding Code of Conduct for full details.
- Undergo a United Synagogue Enhanced DBS check if working with children or vulnerable adults.
- Let us know what you think. Our aim is to make sure you and all of our volunteers have the best possible experience and it's really helpful if you give us feedback. It tells us how you feel and helps shape things for the future.
- Let us know if you have concerns about any aspect of your volunteering or if you feel you need additional support to carry out your role. We're here to help, and we will always be happy to listen.
- Let us know if your personal details and circumstances change (e.g. you move house, your emergency contact changes) so we can make sure we stay in touch with you.
- Let us know in good time if you need to take a break or stop volunteering.

Volunteering is a partnership

Volunteering is a partnership between you and United Synagogue. It's a relationship where together we can achieve great things.

This agreement is binding in honour only and is not intended to create a legally-binding contract. We're here to support you every step of the way, and we hope you enjoy volunteering with us.

If you have any questions, please contact VolunteerSupport@theus.org.uk or reach out to Vickie Wiltshire, United Synagogue Chief People Officer via 020 8343 6206.