

VOLUNTEER AGREEMENT

Volunteers are an important and valued part of Tennis Able. We appreciate that you've chosen to volunteer with us. We will do our best to make your volunteer experience enjoyable and rewarding. We aim to be flexible and supportive. We believe that the volunteer relationship is built on trust and mutual understanding. We want you to enjoy the experience, to learn and to develop your coaching skills.

This agreement sets out:

- what support you can expect from us when you volunteer
- the expectations from you as a volunteer

As a volunteer we ask that you:

- 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 charitable work of Tennis Able.
- Follow and operate within the policies and procedures of Tennis Able and associated venues, including Health and Safety and Equal Opportunities.
- Act responsibly and within the law.
- Maintain confidentiality of Tennis Able's activity, the people in our care, our team and our procedures.
- Value and respect the rights of players, coaches and other volunteers.
- Work in partnership with staff and volunteers to make society a better place for our beneficiaries.
- Let any coaches or directors know if you are having any problems or if you have any complaints, concerns or feedback.
- Meet agreed time commitments and give reasonable notice when you're not available so that arrangements can be made.
- Follow all guidelines laid down by the LTA.
- Maintain valid and relevant qualifications.

In return, we will:

- Introduce you to how our organisation works and your role within it.
- Give information about Tennis Able’s work, policies and procedures.
- Offer ongoing training and support for your role.
- Reimburse agreed out of pocket expenses.
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it’s 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.

Last Reviewed:	By:	Comments:
28/03/2021	JS & DP	Version 1 of Volunteer Agreement
14/04/2022	JS & DP	Review
11/03/2024	JS & DP	Minor amends