



Volunteering Expectations

Our commitment to our volunteers is to:

- Respect your skills and commitment and show our appreciation
- Provide an induction programme to ensure that you feel supported, valued and part of the team
- Ensure you have a clear idea of your responsibilities
- Provide you with any training necessary to carry out the role
- Provide you with support through regular meetings or discussion (how often will depend on your role)
- Offer you fair, honest and timely feedback on your volunteering
- Update you on the difference your volunteering has made
- Provide expenses when agreed by the trustees in advance
- Treat any data collected from you sensitively and in accordance with our data protection policy
- Try and resolve fairly any problems, grievances and difficulties you have whilst you are a volunteer with us
- Provide you with a reference (usually after you have completed 6 months as a volunteer)

As a volunteer we hope you will:

- Be committed to the service provided by Musical Connections
- Perform your volunteer role to the best of your ability
- Commit to the agreed hours or let us know when you are unable to
- Undertake training when required for your volunteering role
- Adhere to our policies, procedures and code of conduct
- Ask for support when you need it
- Value and support other team members
- Respect confidentiality