

Our Volunteering Mutual Expectations

Responsibilities

The MND Association will:

- Ensure everyone is included and is able to use their potential
- Work collaboratively with volunteers to identify the right role for them, considering their motivations and aspirations as well as their skills and experiences
- Promote a positive and enthusiastic attitude to volunteering throughout the Association
- Provide a volunteer role profile clarifying the role, responsibilities and the standards required, where appropriate to the role
- Offer appropriate learning and support to volunteers
- Respect all our volunteers, listen and learn from what they have to say, encouraging two-way communication
- Celebrate success and recognise volunteers' contributions
- Keep volunteers informed about our work, policies and procedures
- Make necessary arrangements to ensure volunteers' health, safety and welfare
- Listen to and act on volunteers' concerns if they have any problems or difficulties
- Reimburse agreed out of pocket expenses.

Expectations

The MND Association asks volunteers to:

- Commit to our aims and values
- Perform their volunteering role to the best of their ability
- Use any Association tools required for their role, such as an Association e-mail address and the Portal
- Work in partnership with other volunteers, staff and the general public
- Support and follow our policies, procedures, guidelines and management decisions
- Treat everyone they come into contact with through their role with respect
- Challenge and report any form of bullying, harassment or discrimination
- Always protect the MND Association's reputation in their actions and conduct, acting responsibly and within the law
- Let their Chair/Leader or staff contact know straight away if they have any problems, so that we can find a solution together
- Let their Chair/Leader or staff contact know if there are any changes in their personal circumstances that could affect their volunteering.