

Group Impact Volunteer Agreement

This agreement outlines what your group can expect from Open Hands, and what we ask in return. It is a statement of shared understanding and good practice, not a legal contract.

About Open Hands

Our Mission

We serve the Leicester community by supporting people in urgent need through the provision of food, clothing, and household essentials, as well as offering language classes and connections to other local support.

Our Values

Rooted in Christian compassion, we aim to create a generous, welcoming, and empowering environment where everyone is treated with dignity, kindness, and respect. As a reflection of these values, we prefer to use the term **guest** to refer to people using our services.

What Your Group Can Expect from Open Hands

As part of Group Impact Volunteering, we will:

- **Welcome** your group and provide a clear briefing so everyone understands the purpose and impact of the activity.
- Provide appropriate **supervision and guidance** from staff or a designated Team Leader to your team for the duration of the volunteering session.
- Ensure a **safe, inclusive, and supportive environment**, following our Health and Safety and Equality policies.
 - (Guidance note: We undertake risk assessments for activities within Open Hands, including those conducted by group volunteers. Organisations who choose Group Impact Volunteering events remain responsible for their own staff even when off-site and should conduct their own risk assessment for each Group Impact Volunteering Event)
- Explain any relevant **safety procedures and expectations** before volunteering begins.
- **Value your group's contribution** and help your group understand the difference their time has made.
- **Celebrate our partnership with you.** We may ask for a group photo to share with our supporters and use on social media (@OpenHandsLeics). We will always ask for permission first.

What We Ask from the Group

By agreeing to this on behalf of your organisation and group, you confirm that all participants in the Group Impact Volunteering activity will:

- Follow the **guidance and instructions** provided by Open Hands staff and volunteers.
- Treat all guests, staff, volunteers, and fellow group members with **kindness and respect**, without discrimination.
- **Act responsibly** and follow all health and safety guidance given on the day.
- **Respect GDPR** and confidentiality. Volunteers must not share personal information about guests, staff, or volunteers seen or heard during the activity.
- **Not take any photos**, make or share images without Open Hands' permission. Please only take photos of your group and/or tag us on social media *after* gaining permission from your Open Hands Team Leader. Always ask permission from the Open Hands team leader before taking photos of staff, volunteers, guests or other people in Open Hands.
- **Maintain appropriate boundaries**, including:
 - Not giving or exchanging personal contact details, money, or gifts with guests
 - Not meeting guests outside of the agreed Group Impact Volunteering activity or role.
- **Raise any concerns** immediately with the designated Team Leader, including concerns about safety, safeguarding or wellbeing.

Group Lead Responsibility

As the Group Lead for your organisation, you agree to:

- Act as the main **point of contact** between Open Hands and the group before and during the day.
- Ensure all group members **understand** the purpose, expectations, and boundaries of Group Impact Volunteering.
- **Support** group members to engage positively and reflect the values of Open Hands during the activity.
- **Inform** Open Hands of any issues, concerns, or changes that may affect the volunteering activity.

THANK YOU for being part of Group Impact Volunteering with Open Hands. By working together, we commit to creating a safe, respectful, and meaningful volunteering experience that benefits both our community and your group. Together, we can make a lasting impact. Eileen Cook - Volunteer Programme Manager

Key Contacts

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