

VOLUNTEER & CFS AGREEMENT

As a volunteer and representative of Center For Family Services I understand that I am committing/expected to:

- Work constructively as part of the CFS team
- Complete the appropriate training needed to conduct my volunteer responsibility
- Adhere to Center For Family Services performance standards, guidelines, ethical standers and code of ethics
- Act with the best interests of the client above my own personal feelings while volunteering
- Respect the confidentiality and privacy of families and donors
- Give and receive constructive feedback in a positive manner
- Notify a supervisor of any potentially unethical situation involving myself
- Be timely and notify of any schedule changes
- Notify of any supervisor of any concerns when visiting the site
- Return phone calls or emails within a reasonable amount of time
- Understand that when I commit to volunteer for a certain amount of time, I will honor that commitment
- Never handle any money or valuables of the client
- Not do anything that will put myself in danger
- Not expect any compensation in return for service I provide
- Not use my CFS contacts to benefit myself or another organization or business

As Center For Family Service we understand that we are committing/expected to:

- Recognizing that volunteers are vital to our mission and are extremely important representatives of CFS
- Deliver the same respect and courtesy as donors, clients and staff
- Respecting that volunteers have busy lives outside of CFS work
- Provide you with appropriate and thorough training, proper tools and instructions
- Provide a volunteer handbook with information, performance standards and code of conduct
- Provide constructive feedback and meaningful recognition
- Be professional and courteous at all times and appreciative and respectful of your time
- Return phone calls or emails within a reasonable amount of time
- Work to resolve conflicts in a positive and productive manner
- Provide communications that keep you informed of events, training and opportunities
- Never put a volunteer in a dangerous or unethical situation

Volunteer Signature

Date

CFS Supervisor Signature

Date