# Meningitis Research Foundation Ambassador agreement

We're delighted to welcome you as a volunteer Ambassador. It's important to understand that this is a volunteer role, not employment, so traditional employment obligations don't apply. However, to protect our reputation and the people we support, we expect all Ambassadors to uphold our high standards of conduct.

At Meningitis Research Foundation we follow a set of values, which guide all our decision-making, behaviour and activity:

* We are evidence led.
* We operate with integrity.
* We pursue our goals with determination.
* We are a passionate advocate.
* We collaborate to make progress.
* We act with compassion.

**To ensure you have a clear understanding of your role with the Meningitis Research Foundation, please take a moment to review, understand, tick and sign the following information.** This outlines what you can expect from us and what we expect from you as a volunteer, providing essential guidance on key areas and our standards of conduct. This helps ensure that everyone connected to our work acts in line with our values and aims, safeguarding both the individuals we support and the charity's reputation.

**Please tick the following points to confirm you understand and agree to them.**

**As an Ambassador, I agree to:**

☐ Adhere to training and policies. Undertake the role to a high standard by following all training and Meningitis Research Foundation policies. These are in place to keep you, our service users, and our organisation safe, so please do not operate outside of them at any point.

☐ Act responsibly and legally to protect the charity’s reputation at all times.

☐ Avoid all forms of discrimination and harassment.Be professional, helpful, and courteous, treating everyone with dignity and respect.

☐ Comply with any health and safety instructions given to you by the charity and/or event organiser(s).

☐ When representing us at events: dress smartly and appropriately. Read briefing notes and understand your role. Ask if unsure. Do not share your own or seek others' private contact details.

☐ Not drink alcohol or use drugs while volunteering. Please don’t smoke or vape on or near our sites, or while wearing anything that displays the charity’s name.

☐ Agree to a criminal record check, as this role may involve contact with vulnerable individuals.

☐ Be positive about and supportive of Meningitis Research Foundation’s charitable work.

☐ Work cooperatively with other Ambassadors, staff members, service users and members of the public.

☐ Maintain confidentiality of Meningitis Research Foundation activity, the people that you come into contact with and our procedures.

☐ Perform the role to the best of your ability, as outlined in the role description.

☐ Use our resources wisely and act within the limits of our expenses policy.

☐ As a charity, we work with a variety of different partners and organisations, so it’s vital that we remain neutral and impartial at all times. In representing us, we expect you to do the same. We ask all of our Ambassadors not to share anything that may bring a medical professional or organisation into disrepute. For the same reasons, please also avoid sharing political views or opinions when representing the charity.

☐ Never give medical, legal or welfare advice. You can share your personal experience, but do not offer medical opinions that could affect treatment or harm the reputation of medical professionals. If someone needs support, inform them we offer confidential emotional support and can signpost specialist advice.

☐ Let your volunteer contact know if you are having any problems or if you have any complaints, concerns or feedback.

☐ Let us know as soon as possible if you wish to step back from the role by notifying your volunteer contact. We understand that people’s circumstances change and are always grateful for the generous time and support of our Ambassadors.  

**To support you as a Meningitis Research Foundation Ambassador, we will:**

• Provide you with the training and resources needed to help you feel confident and supported in your role.

• Provide a clear role description that explains the nature of the role, your responsibilities and our expectations of you. You’ll develop life-long skills such as public speaking, working with the media and community outreach.

• Celebrate your successes and valuable contributions as an Ambassador.

• Invite you to participate in the life of the charity, including invitations to events where you’ll meet the other remarkable Ambassadors who share your passion for defeating meningitis.

• Provide an inclusive and positive environment where everyone is treated with fairness and respect.

• Ensure our volunteering processes are in line with best practice and industry standards.

• Provide support and supervision. If there is anything you don’t understand or is troubling you, we want to help. You’ll have a dedicated Meningitis Research Foundation contact who will keep in touch regularly to see how things are going.

• Make necessary arrangements to ensure your health, safety and welfare at all times.

• Reimburse reasonable expenses incurred in the role, in line with our expenses policy.

• Do our best to match your interests and skills with relevant activities and events.

• Respect and listen to your feedback, and keep you informed of any changes.

**We will both:**

• Understand the voluntary nature of our arrangement. As a volunteer your relationship with us is binding in honour only and this document is not a legally binding contract between us.

• Maintain data protection and uphold confidentiality. We will always protect your data in line with the law and our good practice policies and procedures on data protection and confidentiality. During your volunteering experience you may be entrusted with information which is confidential and internal to Meningitis Research Foundation. You must not disclose or make use of such information at any time, whether during or after your time volunteering, unless express authorisation has been granted.

• Be able to end the volunteer relationship. Either you or the charity can decide to end the volunteering relationship at any time. We ask that you give us as much notice as possible if you want to end your volunteering role, and we will always try to do the same.

**Photography, filming and other information**

Given the public nature of the Ambassador role, please be aware that recording and photography will occur regularly, and we may ask you to provide images and information regarding your participation. Why? Because pictures help us tell the story of why meningitis must be defeated to people all over the world.

We may use these images and your information in future publications, presentations, on our website, social media and campaigns. This can be over several years (because we like to make the most use of everything we do).

If you provide media to Meningitis Research Foundation (e.g. photographs or videos from an activity) featuring others, you must have consent from any other individuals in the media provided, including parents or guardians of those under the legal age of consent.

Please let any member of our team know if you do not want to appear in any photos or film at any events. Our team will then work hard to ensure you are not in shot.

But if you’re happy for us to use your image to defeat meningitis, then just keep on smiling.

**By ticking the below box and signing this document, you confirm receipt and understanding of this agreement, and that you will undertake your volunteering role in line with the principles and statements in this document.**

☐

Ambassador full name:

Signature:

Date:

Charity representative full name:

Signature:

Date: