

# Volunteer Charter

Here at Helen & Douglas House, we are world class leaders in palliative care. Volunteers, with their passion and commitment, are at the very heart of making this vision a reality.

From volunteer receptionists, to care team members, everyone has a vital role to play, and everyone should feel mutually respected, valued, and supported.

Our Volunteer Charter outlines the expectations we have for our volunteers and what they can expect from us in return.



# What we ask of volunteers

- Be honest and open through the recruitment process, and in your on-going relationship with us.
- Keep us informed of your needs and expectations, as well as anything that might inhibit your ability to volunteer in line with our policies and values.
- Participate in mandatory training as required, and seek to develop your personal skills to improve the standards of the services we deliver.
- Work in co-operation with your line manager and colleagues and tell us if we can do better in supporting you.
- Be committed, reliable and communicative, attending shifts as agreed, and notifying us as quickly as possible when you are unable to attend.
- Approach your volunteering role with professionalism and a positive attitude.
- Represent Helen & Douglas House appropriately, ensuring your behaviour and presentation is in line with our organisational values.
- Read and follow our policies and procedures to ensure your safety, the safety of others and the effective running of our programmes.
- Manage hospice data carefully and in line with GDPR.
- Maintain confidentiality of Hospice information, in particular, that of our patients and their families.
- Be responsible for your own safety and the safety of others while you are volunteering.
- Understand that we may end your volunteering relationship with us if your actions are deemed to be detrimental to our values or work, or changes to your personal health and abilities could put either you or others at risk.

# What volunteers can expect from us

- To be welcomed and assessed fairly through your application process, without bias and in a manner that is consistent across roles and applicants.
- Your personal data will be held confidential in line with data protection regulation.
- We will communicate with you in a timely manner and keep administration such as DBS checking and mandatory training to the minimum required for the safe and effective delivery of your role.
- The environment within which you will work will be friendly, welcoming, and inclusive, valuing your contribution.
- You will be inducted into the work of the organisation, and will be given appropriate training and resources to perform your role effectively.
- You will have support from a designated member of staff, who will set clear expectations and limitations for your role and support you to meet your own goals and expectations.
- We will actively seek your input, recognising your unique experience, knowledge, and skills.
- Any feedback, concerns, requests for help and support, or reasonable changes to your role commitments, will be listened to and resolved to the best of our abilities.
- It will be made clear to you how to escalate any concerns you have beyond your immediate manager, including our whistleblowing procedure.
- Your role will be meaningful, helping us to deliver our organisational vision and goals.
- We will keep you informed of any changes or developments affecting your role in a timely manner.
- We will communicate with you in line with your preferences, to inform you of hospice news and activities.
- We will make sure you have appropriate breaks and reimburse reasonable expenses related to your role, in line with our policies.
- We will ensure that all our premises are a safe and comfortable place for you to work with adequate insurance cover for the role you perform.
- We will strive to make your volunteering experience with us enjoyable, through developing positive relationships and opportunities to participate in activities that supplement and enhance your volunteering role.