

# Willen Hospice Volunteer Charter

Every Willen Hospice team member has a part to play in ensuring the delivery of the Hospice vision to be the lasting and thriving provider of free care to all people affected by life limiting illness in our community.

The commitment, passion and effort of volunteers is essential to our future. In return, every volunteer should feel valued, supported and appreciated.

This Volunteer Charter outlines a mutually beneficial and fair relationship between volunteers and Willen Hospice, demonstrating our commitments and outlining our expectations of volunteers who support us.

## We ask you to:

- Respecting Willen Hospice values, promote a positive image of the Hospice, both in appearance and behaviour
- Follow the guidelines of all policies and procedures appropriate to your role
- Provide clear and accurate information when you apply to join our team
- Approach your volunteering role with interest, enthusiasm, and professionalism
- Show reliability and commitment to your working hours, arriving on time and giving as much notice as possible if you are unable to attend
- Work in co-operation with your line manager and colleagues
- Participate in any training relevant to your role within given timescales
- Seek opportunities to develop your personal skills to improve the standards of the services we deliver
- Maintain confidentiality of Hospice information, particularly regarding the users of our services and team members
- Be responsible for your own safety and the safety of others while you are volunteering
- Discuss with your manager any reasons why you might not be fit and able to fulfil the tasks of your role
- Raise any concerns you may have directly with your manager who will guide you through the correct process to resolve your query
- Improve your knowledge of Willen Hospice life by pro-actively accessing a variety of information that is provided
- Keep us informed of any changes to your personal details
- Let us know if your availability or desire to volunteer changes, providing open and honest feedback
- Understand that your relationship with Willen Hospice could end if your actions are considered to be detrimental to the values of the organisation

## Willen Hospice will:

- Provide meaningful opportunities for volunteering to ensure that your experience is satisfying and rewarding
- Deliver an efficient, fair, non-discriminatory and consistent approach to assessing your suitability to volunteer
- Ensure confidentiality of the personal information you provide, using Data Protection legislation
- Provide you with a role outline and communicate clear expectations and the limits of the role you perform
- Ensure your colleagues understand and recognise your skills and the contribution you make to our teams
- Offer you an appropriate induction to Willen Hospice, making sure that you are provided with the necessary training to perform your role effectively
- Offer additional training to further develop your skills
- Provide you with regular opportunities to receive and give feedback about your volunteering experience and the role you perform
- Listen to your suggestions for improvements that could enhance the services we provide
- Ensure you know who to talk to if you have concerns or need support
- Offer you supervision and support appropriate to the role you undertake
- Respond appropriately and quickly to any concerns you may have
- Keep you informed of any changes or developments affecting your role
- Regularly communicate with you, keeping you up to date with Hospice news and relevant information
- Ensure that all Hospice locations are a safe and comfortable place for you to work with adequate insurance cover for the role you perform