

St Mary's Hospice

Caring for local people throughout South Cumbria



VOLUNTEER AGREEMENT

Volunteers are an important and valued part of St. Mary's Hospice. We wish to assure you of our appreciation of your volunteering with us and we hope that you find your volunteering experience with us enjoyable and rewarding and hope that you will feel a full part of our team.

This Volunteer Agreement tells you what you can do expect from us, and what we hope from you.

We, St Mary's Hospice, will do our best to:

1. Induction and Training

- To introduce you to how the Hospice works, its staff, your volunteering role in it and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
- To provide a named person who will meet with you regularly to discuss your volunteering and successes and problems;
- To do our best to help you develop your volunteering role with us.
- To respect your skills, dignity and individual wishes and do our best to meet them.
- To consult with you and keep you informed of possible changes.

3. Health and Safety

- To provide adequate training and feedback in support of our health and safety policy.
- To provide a safe workplace.

4. Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

5. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy.

6. Problems

- To try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us;
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with our complaints procedure.