

# People Charter (Volunteers)

## As a volunteer at St Oswald's Hospice, I agree to...

- Ensure I understand my role, the tasks required to deliver it and to keep in touch with my Volunteer Link
- Complete and renew all mandatory training and processes whenever required
- Demonstrate my commitment through prompt and consistent attendance
- Contact my Volunteer Link, Shop Manager, or Main Reception if I am unable to volunteer as planned, with as much notice as possible
- Adhere to all Health & Safety guidelines, including infection control guidelines
- Read and familiarise myself with the contents of the Volunteering Handbook
- Familiarise myself with St Oswald's Values and commit to live them as follows...

## Caring and Compassionate

I will...

- Treat others with the kindness that I would appreciate for myself and my own family
- Pay attention to the non-verbal messages I give as well as notice them in others
- Respect confidentiality and show that I can be trusted

## Accountable & Authentic

I will...

- Be open to feedback and act on it where appropriate
- Be self-aware and open to acknowledging when I'm at my limits or have made a mistake
- Be objective and non-judgmental whatever my personal opinions or beliefs

## Positive & Can Do

I will...

- Have a positive attitude and pride in my work
- Be flexible, approachable, considerate and supportive of others
- Be courteous to all, addressing differences and challenges openly and honestly

## Excellence & Innovation

I will...

- Ask questions that improve my knowledge and understanding
- Be open to new ways of doing things, embracing progress and change
- Be the best I can be whenever I volunteer

## Safe & Supportive

I will...

- Speak up when things aren't right for me or others
- Recognise people as individuals and be respectful, equitable and fair to all
- Avoid using offensive language and not shout at, bully or harass others

## St Oswald's Hospice commits to...

- Living our organisational Values (available on our [website](#))
- Providing you with a Volunteer Link as your key contact
- Offering you a meaningful role with opportunities for learning and development to support you in your role
- Ensuring training, resources and equipment are in place for you to deliver your role or task
- Providing support and supervision appropriate to your role
- Regular and clear communication

