



St Oswald's
Hospice

Volunteer Handbook

Quality time for everyone

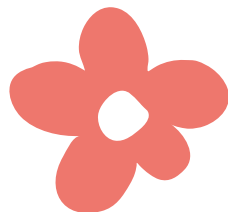
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This leaflet is available in a range of formats. Please ask a member of staff if you require a different format. Thank you.



Welcome to St Oswald's Hospice



A message from our Chief Executive, Steph Edusei

"I would like to welcome you to St Oswald's Hospice, the Hospice Management Team (HMT) and I hope you enjoy the time you spend volunteering with us. You are joining a very special family who all have one ultimate aim, to contribute to making the most of time and improving the quality of life for everyone in the North East living with a life-limiting condition, and their families. This aim could not be achieved without the precious support of our volunteers so I'd like to thank each of you for dedicating your time and energy to our Hospice."



Steph Edusei
Chief Executive



Who we are





Our Story

We are St Oswald's and we're a hospice
We're much more than most people
think we are.

We are a place for living.
Our arms are open and inviting.
We don't focus on being morbid or sad,
our hope is for everyone to make the most
of the life they have.

We are the warmest of welcomes,
a hand to hold when you've lost your way,
joy and laughter on a good day.
When hearts are heavy, we're a listening ear,
practical support when the road ahead isn't clear.

Amazing things happen right here.
Support and kindness abound,
nature and peace are all around.

Growing and learning every day.
Experts in care, working together and
improving lives for the better.

We believe in quality time for everyone,
making memories and moments to share.
If death is to come, we provide dignity in end
of life care.

We're a home-from-home where families can stay,
respite for those struggling day-by-day.
We are a haven in the North East,
an open-minded community, a comforting space,
come in to our safe place.

Watch 'Our Story' video at
www.stoswaldsuk.org/our-story

Who we are

St Oswald's Hospice is a charitable Hospice rooted in the North East. We provide outstanding specialist and expert care to adults and children with life-limiting conditions. We believe in quality time for everyone, no matter how long that might be.

What we do

We offer outstanding, specialist and expert care and services for North East adults, young people, children and babies.

Within our Adult Services, we offer care for adults with an advanced progressive condition including Cancer, Motor Neurone Disease, and other end stage neurological, cardiac and respiratory conditions. We provide specialist care via a number of services including a Focus on Living Centre, a Lymphoedema Service, an Inpatient Unit, Complementary Therapy, Outpatient Clinics, an Outreach Service and support groups for patients and carers. Within our Children and Young Adults Service, we provide specialist short breaks to children, babies and young adults aged 0-25 years with progressive, life shortening conditions as well as end of life care.



Did you know?

During 2024 - 25,
**3,163 adults, 13
young adults and 53
children** benefited
from our service.

How we do what we do

We're a place where people matter. A place that focuses both on living and dying well. A safe place to feel sad, and a safe place to feel joy and laughter. We instinctively do whatever we can to help – we are a home-from-home filled with honesty, camaraderie and hope.

Our multi-disciplinary team, who make this possible, includes doctors, nurses, physiotherapists, bereavement support workers, occupational therapists, social workers and complementary therapists. We also support patients with their spirituality, faith and beliefs by relevant people.



Why do we do what we do

We're here to provide a safe place where people can feel relaxed, peaceful and comfortable, knowing they are being expertly cared for, at a time when they really need it.

What makes our people tick?

Our St Oswald's Hospice family is made up of staff and volunteers who are optimistic, genuinely caring and compassionate in nature. We approach every day with a positive, professional, can-do attitude to change lives for the better.

How we make it possible

As a charity, St Oswald's Hospice needs to raise £12 million each year to continue providing its services free of charge to patients and families across the North East. Of that total, £10 million must come from voluntary giving. St Oswald's Hospice makes no charge to patients for any services; ensuring hospice care is available to everyone. In some cases our services are funded in partnership with health and social care. For more information, please visit: www.stoswaldsuk.org.

On admission to our Inpatient Service, many patients say
"I wish we'd found you earlier"



Our Values

Our Values are our core beliefs, they explain who we are, how we work, what we believe in and stand for. They reflect our culture here at St Oswald's.

Our Values (SPACE) are:

- Safe and Supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

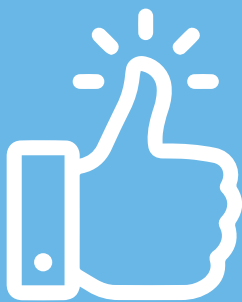
St Oswald's Hospice values define how we act, behave and treat each other, for the benefit of our many stakeholders, including ourselves, and our community.



Our Values set out how we will work to deliver care for those in need, their families, and carers, and to care for each other. We will always seek to make **SPACE** for everyone, whatever their needs.



**SAFE &
SUPPORTIVE**



**POSITIVE &
CAN DO**



**ACCOUNTABLE &
AUTHENTIC**



**CARING &
COMPASSIONATE**



**EXCELLENCE &
INNOVATION**

Who we are helping

"We cannot thank St Oswald's Hospice enough for the care and support they gave to Rob and to us as a family. From the moment he arrived, everyone was so kind, compassionate and understanding. They treated Rob with dignity and helped us make the most of the time we had together. Those memories are something we will treasure forever.



"Rob made many friends at the hospice and once even enjoyed a memorable pub crawl at the coast with two fellow patients, supported by St Oswald's Hospice staff members. So, while there were moments of sadness, there were lots of laughs at St Oswald's Hospice too."

Mary, wife of Rob, who was cared for by our Adult Inpatient Unit

"Before coming to St Oswald's Hospice my legs were really swollen, and it was painful to move. I was getting sores that kept blistering and breaking. Every week I had to go to the GP to get them bandaged up. It was frustrating because no one seemed to know why."

"I was so pleased to finally get referred to the Lymphoedema Service, the staff were amazing... Honestly, the difference was outstanding! In just two months, I'd lost two litres of fluid from my legs."



"The treatment helped pull my life back together... After six months, Malcolm's Lymphoedema and venous eczema had improved so much that he was discharged from the service."

"If I hadn't been referred to St Oswald's Hospice, I don't know where I'd be. The care and support I've received have made a huge difference in my life."

Malcolm, patient supported by St Oswald's Lymphoedema Service.

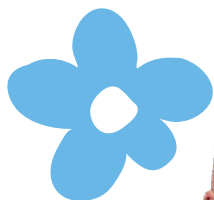
...And the difference you make

Volunteers are at the heart of St Oswald's Hospice. We simply couldn't do what we do without your support.

Volunteers like you are part of our daily life — whether you welcome our visitors at reception, support patient care, help us raise money and cheer for our supporters at live events, help us get admin done behind the scenes or serve our customers in our charity shops. We recognise the huge difference that you make to the life of people with life-limiting conditions in our community, and their families.

Our volunteers come from all ages, backgrounds and walks of life and we aim to expand and maximize diversity at St Oswald's Hospice, to make sure that everyone has a chance to fulfill their potential and make an impact on our organisation and wider society.

Thank you so much for choosing to give your time, skills and passion to us as a volunteer. Together, we can fulfill our mission — to make the most of time and improve quality of life for everyone.



Equity, Diversity & Inclusion

St Oswald's Hospice aims to promote inclusion, diversity and human rights for our staff, volunteers and patients, tackling all forms of discrimination and removing any inequality we find in the provision of both our services and broader employment practices/development.

Our Commitment to Inclusion and Belonging

Everyone deserves dignity, safety, and the freedom to be themselves.

At St Oswald's Hospice, we're committed to creating a culture where everyone – whether you work with us, volunteer, support us, or receive care – feels safe, respected, and able to be themselves.

Equity, diversity, and inclusion are core values that guide everything we do. They're woven into our strategy, our services, and how we treat one another – every day.

We're proud that our work reflects the diverse communities we serve, and we actively celebrate the voices and experiences that shape who we are. This means challenging discrimination, removing barriers to inclusion, and doing all we can to ensure everyone feels they belong.

Because compassionate, expert care can only happen when people feel seen, heard, and valued. And whether you're with St Oswald's Hospice now or in the future – you are always welcome here.

If you would like further information on our work in this area please contact Leigh Marrs (Head of Learning and Organisational Development) at leighmarrs@stoswaldsuk.org



Your volunteer journey

Your volunteer journey will vary according to the nature of your role, however for most roles this will be based on some or all of the steps below:

On-site and Off-site Hospice Clinical or Community Volunteers:



Hospice Retail Volunteers:



Did you know?

All volunteers are assigned a Volunteer Link. If you are struggling with your online training, you can complete this on site with support. Please contact the Volunteering Experience Team for more information.

Please note: On-site and clinical off-site volunteers cannot start without their DBS. Some roles also require additional in-person training, such as clinical moving and handling, prior to starting.

To ensure you get the most out of your time with us, please note that our volunteer recruitment timeframes for on-site Hospice and Clinical Community volunteers are as follows.

Week one – provide DBS ID.

Week two - three – Complete mandatory online training, complete DBS application.

Week four – Submit DBS certificate to HR (if received) and confirm completion of training.

Week five-seven – Final DBS certificates, followed up with HR (if not already submitted).

Weeks five-eight – Induction date scheduled (please note, start dates depend on DBS clearance).

*DBS checks are required for all on-site Hospice volunteers and clinical community volunteers. Non-clinical off-site roles may not require a DBS but will be based on the needs of the role.

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...

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

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

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

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

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

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

Who are our volunteers?

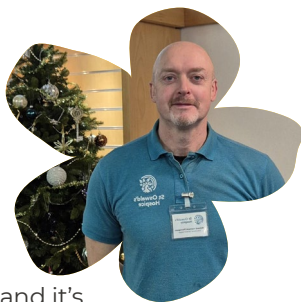
"I started volunteering at St Oswald's Hospice's Gateshead shop in sixth form as part of my work experience, and I've now been here for three years. I enjoyed it so much that I stayed on after finishing school. A typical day includes sorting donations, working on the till, and keeping our stock fresh and varied for customers. My favourite part is serving people at the till – it's so rewarding to help directly. Volunteering has shown me that motivation doesn't come from money, but from making a difference. Over time, I've grown in confidence and learned so much about retail, communication, and teamwork. Volunteering here has prepared me for future roles, and I'd recommend it to anyone – you learn, contribute, and become part of a great team."

Liam, Retail Volunteer



"I began volunteering at St Oswald's Hospice in 2003, after working at Tyne and Wear Fire Service, looking for a meaningful way to spend my free time. The Hospice immediately felt warm and welcoming – I just knew I wanted to be part of it. What started as something to fill my time soon became much more. As a ward helper, I support the nursing team and help enhance wellbeing for patients and families. The pride and professionalism of the nurses is inspiring – their care is second to none. I enjoy chatting with patients and families, offering a little company or comfort. Over the years, I've met many wonderful people, and it's lovely knowing that what I do is valued and truly makes a difference."

Richard, Ward Helper



"I find volunteering so enjoyable as I love gardening. During the brief time I had volunteering pre-pandemic I took on responsibility to develop a small garden area which needed a bit of attention. It was an ideal way to begin as a volunteer because I had the freedom to make choices and plan and work on the space, which gave me creative satisfaction. The team of gardeners are so friendly and welcoming, and they make sure that anyone new becomes completely absorbed into their group in no time at all."

Liz, Volunteer Gardener



Want to try a new volunteer role? There's a variety of ways you can support St Oswald's Hospice. Available opportunities can be found at stoswaldsuk.org/volunteer

The Essentials

Security Checks

Some roles may require you to complete an enhanced Disclosure and Barring Service (DBS) check. This will be free of charge. Any volunteer required to complete a DBS check will be notified in advance.

Expenses

St Oswald's Hospice will cover reasonable receipted out of pocket expenses (e.g. Travel expenses - mileage is limited to 0.45p per mile and you can claim up to £9 a day if you are travelling by public transport). Please agree these in advance with your Volunteer Link. Forms should be completed monthly, signed by your Volunteer Link and given to Finance by the 15th or 28th of the month.

If you do not wish to be reimbursed, we'd love you to consider making the claim and then donate the money back to us with additional Gift Aid payment.

This would generate income for St Oswald's Hospice at no extra cost for us, or you. For more information on how to do this please contact supportercare@stoswaldsuk.org. Please note that Gift Aid payments only applies to UK tax payers.

Confidentiality

Patient and personal staff/volunteer information, however insignificant it may seem, must be treated as strictly confidential. Personal information should only be given to authorised personnel, if there is a need for them to know, and not be disclosed to anyone else.

Accidents/ Incidents/ Near Misses

We can only learn from mistakes or near misses if we know about them. It is your individual responsibility to tell your Volunteer Link if you have any concerns and to report any near miss or incident, however small.

Fire

In the event of a fire at the Hospice site you will either hear a continuous or intermittent alarm. If the alarm is continuous evacuate immediately and go to your designated fire assembly point or back to your place of work if different.

If intermittent prepare to evacuate or if away from your base, check if you need to go to the fire assembly point. If in doubt get out. On other Hospice premises i.e. some shops, where an automatic fire alarm is not fitted then a whistle or verbal warning will be given. You will receive further training on Fire Safety.

No Smoking/ Vaping/ E-Cigarettes

Smoking/Vaping/E-cigarettes are not allowed anywhere in the shops, on the grounds of the Hospice or any other hospice workplace. Help is available to give up smoking at www.nhs.uk/smokefree. When going offsite to smoke/vape/E-cigarette please be respectful of our neighbours.

Infection Control

Please make sure to comply with current Infection Control procedures, handwashing requirements and guidance on PPE. To get more information about updated requirements in your area of volunteering, please get in touch with your Volunteer Link or with the Volunteering Experience Team.

Signing In And Out

For security and health and safety reasons, all volunteers must use the signing in process for their area. In the event of an evacuation, it is important that we know where you are, so please remember to sign out too.

First Aid

There are a number of trained first aiders on the main Hospice site. Their names and contact numbers are displayed by First Aid boxes. Alternatively, if you need someone quickly please contact Main Reception by dialling '0' and they will put a call out. Defibrillators (AED) are available in the Main Reception Area, the corridor leading to Outpatients and in Children & Young Adults. If you are a off-site volunteer, First Aid arrangements will be discussed during your induction.

Please note that St Oswald's Hospice also has designated mental health champions.

Car Parking

Car parking is free within the grounds of the Hospice, but staff and volunteers are requested not to use the designated disabled, ambulance, patient or visitor bays and to park with consideration for the access of others. Car parking onsite is limited so please consider car sharing or using public transport. Please ensure that HR and the Main Reception have your car registration.

Sexual Harrassment Statement

At St Oswald's Hospice, we are committed to fostering a respectful and inclusive workplace. We have a zero-tolerance policy towards sexual harassment, in line with the Equality Act 2010 and the Worker Protection Act 2023.

We expect everyone including patients, clients, supporters, suppliers, and partners – to uphold these values when interacting with our staff and volunteers, and for our staff and volunteers to uphold these values towards each other. Any incidents of sexual harassment will be taken seriously and addressed promptly. We are grateful for your support in creating a safe and respectful environment.

Resolving Concerns

At St Oswald's Hospice, we welcome feedback on the services we provide. Occasionally, this feedback may take the form of a complaint. It is extremely important that you address concerns promptly and consistently. We encourage individuals to try and resolve informal complaints with their Volunteer Links at the time. Formal complaints can be emailed to **volunteer@stoswaldsuk.org** and will be managed by the appropriate Head of Service.

Freedom to Speak Up (Whistle Blowing)

By speaking up at St Oswald's you will be playing a vital role in helping us to keep improving our services for all our service users and the working environment for everyone. This policy is for all our staff and volunteers. We are committed to ensuring you feel safe and confident to speak up and taking the time to really listen to understand the hopes and fears that lie behind what you tell us. We want to hear about any concerns you have, whichever part of St Oswald's you volunteer in. If you have a concern or would like to give feedback please raise this with your Volunteer Link. If you don't feel able to raise it with your Volunteer Link you can contact their line manager or a member of staff in the Volunteering Experience Team. You can also contact the Freedom to Speak Up Guardians, Leigh Marrs or Christine Allen at **SpeakUp@stoswaldsuk.org** if you don't feel able to raise it with anyone else.

Social Media

Regardless of privacy settings, social media channels are public platforms and content posted on them instantly becomes a written, public record, which can be copied, saved and/or re-shared. As such, please never act in a way which could potentially bring St Oswald's Hospice into disrepute.

The Essentials continued

Change Of Circumstances

It is important that we keep your volunteer record up to date. Please remember to tell your Volunteer Link of any change in your personal circumstances, e.g. change of name, emergency contact, car registration number or change of address/ email address. Access to personal information held by St Oswald's Hospice is available in accordance with the General Data Protection Regulations (GDPR).

Badges

You will be issued with an identification badge when you start volunteering. Please wear your badge whenever and wherever you are volunteering. It helps staff, patients, visitors, supporters and other volunteers identify you.

Information Governance and Data Protection

If your volunteer role involves using a computer, please remember the following: do not share passwords, lock the screen when you leave the workstation no matter how long you think you might be, do not email data or files to your personal email account. If you want to access work from home then this can be arranged. Be mindful of potential scams or phishing emails. Please do not access any data you do not need to complete your tasks and make sure to maintain confidentiality at all times.

Uniform

Patient-facing volunteer roles require volunteers to wear a uniform. Your Volunteer Link will advise you on appropriate attire for your particular role and can order a uniform for you. In addition, for Infection Control purposes, those working in clinical areas and in the kitchen must have short fingernails, with no varnish or gel nails, with no jewellery (except a plain, single ring) and should also avoid wearing perfumes. Please remember to return your uniform if you are leaving your volunteer role.

Absence

It is important that you let your Volunteer Link know as soon as possible if you are going to be absent on your designated shift. This helps us plan ahead and ensure that we find cover.

Leaving

We understand that your availability can change over time and we encourage you to speak to your Volunteer Link if you would like to change your role or time commitment. If you do decide to leave or want to put your volunteering on hold for a while, please let us know as soon as possible. This helps us understand our future recruitment needs and ensure that we always have enough volunteers to support the work of St Oswald's Hospice. Thank you for sharing your time, skills and generosity whilst you've been part of our team.

How you can get support

At times, the emotional workload of working for an organisation caring for patients with life limiting conditions can be high. There are also times when departments and teams experience periods of change, this occurred during the most recent Covid-19 pandemic for example. Or you might have a personal issue and feel it would help to talk things through.

Here at St Oswald's Hospice, the wellbeing of our volunteers is paramount to us. We want you to feel as comfortable and confident as possible in your volunteer role. Here are some of the ways we can support you:

In-House Confidential Support Service

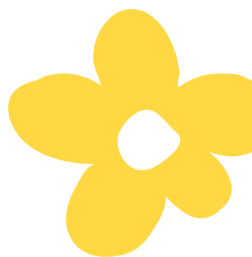
If you have a personal or work related problem, and you feel it would help to talk to someone in strict confidence, then you can contact the In-house Confidential Support Service. To find out who the team is made up of please visit the Hospice intranet (OsWorld) or contact your Volunteer Link.

Informal Support

We think it's important that you and other volunteers can support each other, for example with a talk over a cup of tea, a social event or simply a brief chat in the corridor. Some roles, especially those in direct contact with patients, will require you to attend reflective practice group sessions to talk about anything that might have come up for you recently.

Taking a Break

If volunteering is affecting your private life or vice versa, we encourage you to consider taking some time off and to speak to your Volunteer Link for support. Alternatively, you can also contact the Volunteering Experience Team. We can put your volunteering on hold for a maximum of three months.



What other volunteers say...

"I really enjoy volunteering in the shop, there are so many varied tasks to do and serving the customers is always a pleasure, especially when you see that they know they have just bought something amazing at a great price. Volunteering in the shop is an opportunity to get out and meet people face to face and have some sort of social interaction."

Jackie, Retail Volunteer at Jesmond



"I've worked on the ward for such a long time and what strikes me is how strong people can be. Some of our patients have a wonderful outlook on life and it leaves me feeling very blessed and humble."

"If we have patients stopping for any length of time, I'll get to know them. Some of the staff will tell me that our patients have been asking for me, saying things like, 'Oh, John knows what I like', when referring to their breakfast."

"It's amazing to know you're making that kind of difference and it's an honour to share in someone's life at such a difficult time."

"Volunteering is such a big part of my life now. The hospice has such an uplifting atmosphere. I find it a welcoming place to be, and I love building relationships with the other staff and volunteers."

John, Ward Volunteer



Want to try a new volunteer role? There's a variety of ways you can support St Oswald's Hospice. Available opportunities can be found at stoswaldsuk.org/volunteer

How we'll keep you updated

We believe that communication is key to good volunteering and we love to keep you up to date with everything that goes on at St Oswald's Hospice. We also love to hear from you so please do not hesitate to reach out and let us know how you are getting on. This is how we communicate as an organisation.

Departmental

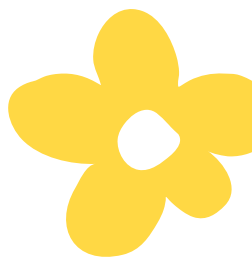
Within your department, you will be encouraged to have regular chats with your Volunteer Link. Wherever possible, volunteers are included in departmental team meetings, where you can share your views with your team. Specific meetings are also held for some groups of volunteers. These provide an opportunity to meet, review ways of working, ask questions and raise concerns.

Surveys and Research

We invite all volunteers to take part in surveys and research. These are conducted periodically and are one way we gather the views of volunteers on aspects of life at St Oswald's Hospice. We greatly appreciate your feedback and hope that you'll take part in our surveys.

Volunteer update emails

Email updates are sent out every other week to volunteer personal email addresses. These emails cover latest news and important updates, new developments, upcoming events, staff and volunteer case studies and more. Please ensure that we have your right email address so you can receive these. If you do not wish to receive our emails anymore, please inform the Volunteering Experience Team at **volunteer@stoswaldsuk.org**



How we communicate

Communications and Marketing Department

The Communications and Marketing Department provides a support service to St Oswald's Hospice. The team use a variety of tools to communicate messages to all our stakeholders, which include the general public.

Share your story

Working closely with the Volunteering Experience Team, the Communications and Marketing Department often contacts volunteers to produce volunteer case studies (like the ones in this handbook). Volunteer case studies help us understand volunteers' experiences, as well as promoting the impact that volunteers have to all of our stakeholders. This in turn helps us attract more volunteers and back up our funding applications.

If you want to get featured please let us know at volunteer@stoswaldsuk.org. We greatly appreciate your involvement and can't wait to hear from you!

4 Weeks/ 6 Months & Exit Surveys

All volunteers are sent a short survey by email 4 weeks and 6 months from their start date, as well as when they decide to leave. These surveys only take few minutes to complete and are a great way for the Volunteering Experience Team to get further insight into your experience at St Oswald's Hospice.

Snapshot

This is our biannual supporter newsletter which can be viewed on OsWorld, the Hospice intranet, as well as found in communal areas around the Gosforth site and in our shops.

Feedback Bank

We actively encourage feedback from all our stakeholders. You can make your own or forward on comments in a variety of ways including via your Volunteer Link, surveys, emailing enquiries@stoswaldsuk.org or patientfeedback@stoswaldsuk.org, suggestion boxes or links on the website. Feedback is always reviewed and will be collated, analysed and action points allocated where necessary. Follow up actions will be publicised through the 'you said, we did' page on our website.

100% of the volunteers
who completed the
6 months survey **felt**
we communicate well
as an organisation

**"I feel communication was
good from the Hospice and
would like to thank the
organisation for continuing
to keep me informed during
the time I have been unable
to play an active role at
St Oswald's"**

Pat (Exit Survey)

Useful contacts

Volunteering Experience Team – volunteer@stoswaldsuk.org

Susan Freeman - Head of Volunteering

Marcie White - Clinical Volunteer Co-ordinator

Jo Morrell - Volunteering Recruitment and Development Officer

Jackie Haskey - Volunteer to Career Clinical Mentor

Human Resources – humanresources@stoswaldsuk.org

Main Reception – 0191 285 0063

Retail – 0191 246 9123 or email retailhelpdesk@stoswaldsuk.org

You can find a list of our shops and their addresses [here](#)

SHEF (Safety, Health, Environment, Fire) – facilitieshelpdesk@stoswaldsuk.org

IT – helpdeskIT@stoswaldsuk.org ext. 2154

General Enquiries

St Oswald's Hospice
Regent Avenue
Gosforth
Newcastle upon Tyne
NE3 1EE

0191 285 0063

enquiries@stoswaldsuk.org

Thank you...

for sharing your time, skills and generosity. We're so grateful to you for this and we hope you enjoy your time volunteering with St Oswald's Hospice.

As you know, St Oswald's Hospice volunteers make a huge contribution to the work of the Hospice, we couldn't do such wonderful work without you. Volunteers enable us to make the best of our resources whilst providing outstanding care to our patients and their families. We also really value the links that volunteers bring to the communities we serve and the different perspectives that you have.

Welcome to the St Oswald's Hospice family!

0191 285 0063 | volunteer@stoswaldsuk.org
www.stoswaldsuk.org

Reg Charity No. 503386



**St Oswald's
Hospice**