**Volunteer Charter**

**Introduction and background**

This Charter describes a mutually beneficial and fair relationship between volunteers and the Trust.

This Charter has been developed by volunteers from Stockport NHS Foundation Trust. The Charter sets out the commitment of the Trust to value, care and support our volunteer workforce.

We define a volunteer as someone who gives their time freely in a role to which they have been invited, appointed, elected or selected by the Trust.

We deliver our services through the Trust’s values:

Our Values

Our values are at the heart of everything we do and come from our ‘Your Health. Our Priority’ promise. Every day they drive the behaviour and actions for every person in our organisation. Our values based behaviours have been developed through talking to our patients and staff about the behaviours necessary to consistently deliver safe, effective and compassionate care.

Quality & Safety

* We deliver safe, high quality and compassionate care.
* Clean and safe environment for better care.

Communication

* We treat our patients, their families and our staff with dignity and respect.
* We communicate with everyone in a clear and open way.

Service

* We provide effective, efficient and innovative care.
* We work in partnership with others, to deliver improved care, in the right place at the right time.

Your Health. Our Priority.

Volunteer Rights

This Charter maintains that volunteers have the following rights:

* We will ensure volunteering is open and inclusive to all and every effort will be made to understand volunteers’ needs and we will try to offer appropriate opportunities.
* Our recruitment procedures will be fair, efficient and consistent.
* Volunteers will be provided with a core induction and local induction
* Volunteers will have access to a range of mandatory and specialist training to meet needs
* We will ensure volunteers have a clear understanding of their tasks and responsibilities; this will include access to initial and ongoing training and development opportunities.
* Volunteers will have support from a named manager/supervisor throughout their volunteering
* At induction our volunteers will be made aware of how to raise a concern and how it will be handled
* We will ensure volunteers are given the same protection under health and safety regulations and relevant insurance policies as paid staff
* We will reinforce that a volunteers role is not to be used to replace paid staff
* Travel expenses are reimbursed
* Volunteers will have access to Pharmacy and Restaurant discounts.
* Volunteers have influence in their organisation and are informed about organisational issues
* Volunteers are treated fairly and should not be discriminated against
* Volunteers contribution is appreciated, valued and recognised
* Volunteering should be a rewarding and fulfilling experience
* We will involve volunteers in decision-making that affects volunteering roles, and listen to your suggestions for improvement.
* We will strive for effective communication channels to keep our volunteers informed and up to date
* Our volunteers will have access to adequate rest breaks and time off for holidays and caring responsibilities.
* Within each department volunteers will be treated as valued members of the team.

Volunteer Responsibilities

This Charter maintains that volunteers have the following responsibilities:

* To speak up if they feel their rights aren’t being respected
* To work within Trust policies and procedures
* To adhere to the Trusts dress code.
* To treat information obtained whilst volunteering in a respectful, confidential manner
* To be reliable, carrying out their agreed role and attending on time and to give proper notice of change of circumstances
* To be sensitive to users wants and needs
* To inform their named supervisor of any serious incidents or potential dangers
* To ask questions if they are unsure
* To recognise that they represent the organisation and therefore to act in an appropriate manner at all times
* To maintain the Trusts behaviours and values at all times
* To attend mandatory training, relevant specialist training and support sessions
* To support other volunteers and staff in their organisation
* To accept the organisation’s aims and objectives
* To keep activities safe and in-line with policies on legislation
* Seek to be enthusiastic, positive & committed
* To be supportive in improving patient experience and patient care
* To raise with your manager any concerns about your own heath and wellbeing that may impact on your ability to carry out your role safely.
* To not accept gifts of money from patients or their families and declare any gifts as per the Trust policy.

Volunteer Signature: Date:

Role:

Volunteer Area:

*This charter is fully supported and endorsed by our Board of Directors/Trustees*