

# Volunteer charter

Our aim is to have a volunteer working in every service across our Trust so we can enhance people's care, provide meaningful opportunities for our volunteers and add value to our services.



**South West  
Yorkshire Partnership**  
NHS Foundation Trust

## What we expect from our volunteers

- ✓ To wear an ID badge and green lanyard at all times.
- ✓ To complete the induction booklet within the first week of placement.
- ✓ To complete the mandatory training booklet within twelve weeks of placement.
- ✓ To attend mandatory training annually and any training as required for the role.
- ✓ To work in line with the Trust values and respect others at all times.
- ✓ To be reliable, punctual, and provide reasonable notice of any change in volunteering.
- ✓ To maintain client confidentiality and not share any information outside of the service.
- ✓ To maintain professional boundaries at all times.
- ✓ To inform a supervisor straight away if they see a risk, incident or potential danger.
- ✓ To keep their supervisor's contact details with them at all times.
- ✓ To ensure all travel expense forms are signed by their supervisor.
- ✓ To keep up to date on Trust messages and emails and use the intranet for updates and information.
- ✓ To report any concerns, comments or complaints direct to their supervisor, the Trust volunteer services 01924 316426, or customer services on 01924 316060.

## What volunteers can expect from us

- ✓ A named supervisor as a first point of contact.
- ✓ Ongoing support and guidance from your supervisor.
- ✓ To be treated fairly and in line with equal opportunities legislation.
- ✓ Access to the relevant policies and procedures.
- ✓ To be given clear information on the role, responsibilities, and placement times.
- ✓ To have their personal information or data stored safely by the Trust and in line with the Data Protection Act and GDPR.
- ✓ Mandatory and relevant training in order to carry out the role successfully.
- ✓ A placement plan to enhance skills and offer opportunities to develop and grow.
- ✓ An inclusive environment for the volunteering role with any risks properly assessed.
- ✓ Travel and any other agreed out of pocket expenses paid in line with Trust policy.
- ✓ Regular updates from the Trustwide volunteer service.
- ✓ Additional support from the Trustwide volunteer service and a dedicated volunteer lounge area.
- ✓ Continuous improvement of the volunteer experience recognised by NCVO Investing in Volunteers.

## Contact us

General enquiries  
[volunteer@swyt.nhs.uk](mailto:volunteer@swyt.nhs.uk)

Volunteer services administration/recruitment  
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With **all of us** in mind.