

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 Teaching**
NHS Foundation Trust

What we expect from our volunteers

- ✓ To wear an ID badge and **green** lanyard at all times
- ✓ To complete training as part of the recruitment process within 12 weeks before you can start in your role
- ✓ To complete the induction booklet within the first week of placement with your supervisor
- ✓ To attend mandatory refresher training annually and any training as required for the role within 4 weeks of expiry
- ✓ To work in line with Trust's 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 the service
- ✓ To maintain professional boundaries at all times
- ✓ To inform a supervisor straight away if you see a risk, incident or potential danger
- ✓ To keep your supervisor's contact details with you at all times
- ✓ To ensure all travel expenses forms are signed by your supervisor
- ✓ To keep up to date with Trust messages and use the intranet for updates and information
- ✓ To report any concerns, comments or complaints direct to their supervisor, the Trust's volunteer service, or customer services
- ✓ To ensure you keep your contact details updated, including email/postal address, and inform volunteer services of any changes

What volunteers can expect from us

- ✓ A named supervisor as a first point of contact
- ✓ To receive ongoing support and guidance from your supervisor
- ✓ To be treated fairly and in line with equal opportunities legislation
- ✓ To have access to the relevant policies and procedures
- ✓ To be given clear information about the role, responsibilities, and placement times
- ✓ To have any personal information or data stored safely by the Trust and in line with the Data Protection Act and GDPR
- ✓ To be given mandatory and relevant training to carry out the role successfully
- ✓ To provide a placement plan to enhance skills and provide opportunities to develop and grow
- ✓ To provide an inclusive environment for the volunteering role with any risks properly assessed
- ✓ To receive travel and any other agreed out of pocket expenses in line with Trust policy
- ✓ To get regular updates from the volunteer service
- ✓ To get additional support from the volunteer service
- ✓ A dedicated volunteer lounge area near the volunteer service base
- ✓ To continually improve the volunteer experience, recognised by NCVO Investing in Volunteers

Want to talk us? We are here to help

General enquiries
volunteer@swyt.nhs.uk
01924 316426

Volunteer services
administration/recruitment
Ann Campbell
ann.campbell@swyt.nhs.uk

Joanna Hawden
joanna.hawden@swyt.nhs.uk

Head of volunteer services
Jane Milner
jane.milner@swyt.nhs.uk

Project lead, lived experience and volunteering
Dylan Degman
dylan.degman@swyt.nhs.uk

Comments, compliments & complaints
Customer services
customerservices@swyt.nhs.uk
0800 587 2108



With **all of us** in mind.