

Volunteer Agreement

1. General Agreement

To make your volunteering experience both productive and rewarding: We commit to the following:

- To introduce you to how our Charity works, your role within it and to provide any training you need
- To ensure you have the support you need and to give you constructive feedback on your performance
- To treat you with respect and dignity and to respect any feedback you may have for us
- To treat you as an equal partner within the organisation with the aims of meeting our goals and fulfilling our mission

You must commit to the following:

- To perform your volunteer duties to the best of your ability
- To adhere to the Charity's Policies and Procedures, with particular attention to Confidentiality and Health and Safety
- To meet time and duty commitments, or give as much notice as possible whenever you cannot attend
- To undertake any training required to fulfil your duties
- To consult with your Volunteer Coordinator or the Volunteer Services Team if you need any help or guidance

2. Data Protection

Under the Data Protection Act the holding and processing of personal information is subject to certain provisions, including seeking your consent to hold that data. In signing this form, you are authorising the Hospice to hold data regarding your volunteering on computer databases and manual files, and to process the information for administrative and analytical purposes.

Havens Hospices will not share your details with any third party organisation except where necessary in the course of your volunteering with us. Examples include background checks (e.g. Disclosure Barring Service / DBS) and work permits. We will never sell your information to third parties. Please refer to our Privacy Policy for further information.

If you leave your volunteer role with Havens Hospices, your file which contains your recruitment documents such as references and recruitment paperwork, will be securely disposed of. We will hold your record on our database, this data will be kept for 5 years from the date that you leave, after this time it will be securely disposed of.

Every one of us
Making every day count.

Havens Hospices is registered in England and Wales as a company limited by guarantee.
Registered address: 226 Priory Crescent, Southend on Sea, Essex, SS2 6PR.
Company number 2805007 | VAT Registration Number 194 8870 48 | Registered Charity Number 1022119



A Certificate of Volunteering can be provided by the Volunteer Services Team on request; this will include your name, the volunteer role you undertake/undertook, date you started and left, if applicable and the reason why you left, if applicable. If we receive a request for a Certificate of Volunteering to be issued about you whilst you are volunteering with us or within 5 years of you leaving, it will only be issued once we have seen explicit consent from you to share the information with the company requesting the information.

3. Confidentiality

In signing the Volunteer Agreement, you agree to the following:

- To uphold the interests and good name of the Hospice in its relations with the general public, patients and suppliers
- To hold in the strictest confidence all information of a personal nature that you learn about other volunteers, employees, patients and their families and carers
- To only share such information within the organisation where required by your volunteering duties and in way that safeguards its sensitive nature
- You will not share any confidential information with anyone outside the Hospice unless you have prior written permission to do so

All material, data and information collected during the course of your volunteering will remain the possession of the Hospice and must be returned upon termination of this agreement

Subject to the amended Copyright Designs and Patent Act 1988, all information and materials devised by you which relate directly or indirectly to the Hospice, will remain the property of the Hospice

You will not disclose information relating to the storage of money, valuables, medicines and equipment that would put the organisation or its assets at risk

The above obligations will remain even after you have ceased to be a volunteer

4. Health and Safety

The Hospice will take all reasonable steps to ensure the health and safety of volunteers and employees, you also have a duty to take reasonable care of your own and other people's health and safety. You must respect and adhere to all health and safety rules and guidelines as outlined in the Health and Safety Policy.

At Havens Hospices, it is part of our volunteering policy to ensure you are volunteering in a safe and suitable environment with the correct equipment.

5. Recruitment checks

As a registered charity working with children and vulnerable adults, we must follow proper procedures to ensure that anyone undertaking voluntary activities on our behalf have been appropriately checked. You must provide details of two referees, at least one a professional reference if possible. Neither of your referees should be related to you in any way but must know you well enough to provide a character reference and comment on your suitability to volunteer in your chosen duties. Volunteers must complete a Criminal Records, Employment and Dismissals Declaration.

Individuals will not necessarily be barred from volunteering with the Charity if they have a criminal record. Due consideration will be given to the nature of the role together with the circumstances and background of any offences. Certain roles will require DBS (Disclosure and Barring Service) clearance and volunteers will not be able to commence until a satisfactory disclosure is received. Volunteers who do not agree to a DBS will not be accepted as a volunteer.

Volunteers failing to disclose a criminal conviction, regardless of their role, at any time either before or during their appointment, may have their volunteering service with the Charity terminated.