

**Eden Valley Hospice and Jigsaw commit to:**

* An introduction to the Hospice and your volunteering role within it.
* Training related to your responsibilities as a volunteer and your specific role.
* Providing information about relevant Hospice Policies and Procedures – depending on the area you support you will have to follow these.
* A Line Manager who will supervise your volunteering and with whom you can discuss your work and any issues.
* Regular communication, either verbally during your day-to-day volunteering activities, or through our quarterly Volunteer Newsletter.
* Insurance to cover you while you are fulfilling authorised volunteer work.
* An aim to resolve any concerns fairly and reasonably, applying our relevant policies when needed.
* Respecting your feedback and keep you informed of any changes.
* Ensuring your health, safety and welfare.
* Applying our Equal Opportunities Policy.
* Valuing your contribution.
* Encouraging a positive and supportive volunteering experience.

**We ask you to commit to:**

* Contributing positively towards the aims and objectives of the hospice.
* Performing your volunteer duties to the best of your ability, and in line with any reasonable requests by the manager.
* Upholding the hospice values at all times:

***Respect***

***Caring***

***Innovative***

***Inclusive***

* Adhering to our Policies and Procedures with particular attention to Health and Safety.
* Respecting and adhering to the requirements of the Confidentiality, General Data Protection and Information Governance procedures. Abide by the guidelines in respect of any confidential information you may become aware of, in any format (verbal, electronic or paper-based information).
* Meeting time and duty commitments or give as much notice as possible whenever you cannot attend.
* Undertaking any training required (online and/or face to face) to fulfil your duties.
* To represent and present the work of the hospice positively at all times.
* To consult with your Line Manager in the first instance or a member of the People Services team if you need any additional help or guidance.

Volunteer Commitments