

Our Volunteer Charter

This Charter sets out the principles to which the Pioneering Care Partnership subscribes as an organisation in working with volunteers. We see volunteering as a reciprocal relationship between PCP and the people who volunteer, one that is built on mutual trust and respect. We believe it is important therefore to set out clearly what we expect from you and what you should expect from us, as outlined in our Volunteer Policy.

We expect our volunteers to:

- Be reliable;
- Be honest;
- Respect confidentiality;
- Make the most of training and support opportunities;
- Carry out tasks in a way that reflects the aims and values of the organisation;
- Carry out tasks within agreed guidelines;
- Respect the work of the organisation and not bring it into disrepute;
- Comply with the organisation's policies and procedures;
- Keep in contact with the PCP, letting us know if your circumstances change or if you are unable to make a commitment.

What you should expect from us:

- Volunteers should have a clear idea of the role they are being asked to perform and of the responsibility that goes with the role.
- The relationship between paid staff and volunteers should be complementary and mutually beneficial. (There is no intention to create a legal contract with this Charter.)
- Volunteers will be told who is responsible for their support (Volunteer Supporter). They should have regular access to this person, and the person should ensure that each volunteer is given adequate support.
- Volunteers will be provided with relevant training to enable them to carry out their volunteer role and work within PCP Policies & Procedures.
- PCP values the experience and knowledge of volunteers, and recognises that they should be given the opportunity to be involved in the organisations planning and review processes.

- Volunteers should be protected against exploitation of their hopes and expectations, both as volunteers and as individuals.
- Volunteers should not be put under moral pressure to undertake a role, which is against their principles.
- Volunteers should be adequately protected against any risks involved in volunteering for the organisation.
- Volunteers should not suffer financially by volunteering.
- Volunteering should be a fulfilling experience.
- Through adequate support, volunteers should be able to develop their potential.
- Volunteers should feel able to cease volunteering when they choose.
- Volunteers have the right to say no.

