

our volunteer charter

a charter for involving and engaging volunteers

Sanctuary Care understands volunteers are an important and valued role within our business and undoubtedly help support our mission and values.

This Charter demonstrates how we recognise the crucial role on all voluntary activity and the time, skills and commitment given by every single individual.

To ensure relations between our staff and volunteers continue to be harmonious and mutually rewarding, we operate by good procedures, clarity of respective roles, mutual trust and support. Good volunteering doesn't just happen, it is a managed process.

Therefore, this Charter sets out the key principles on how we organise and support our volunteers, as well as ensuring good relations:

Role: Our volunteers and/or staff are made aware of the expectations and boundaries of volunteering roles

Recruitment: Our volunteer recruitment processes are fair, efficient and consistent at all times

Induction: Our volunteer induction is consistent and volunteers are informed of Sanctuary Care's mission and values, while being introduced to relevant team members from the offset

Training: We provide relevant, valuable and detailed training so that our volunteers can operate safely and effectively in their role

Volunteering for all: We continue to recognise and promote equality and diversity as we encourage volunteering for all

Engage: We provide a variety of ways for volunteers to contribute their opinions and feed this into Sanctuary Care's development

Value: We encourage and promote a positive attitude towards volunteers/volunteering. We regularly recognise and acknowledge the value of volunteer contributions in our care homes, and the crucial role they place to wider business objectives

Support & Team Working: We provide consistent and ongoing volunteer support to ensure they feel integrated and a part of the team. We also provide a named contact for volunteers to refer to and ensure all our volunteers are aware of how and who to raise concerns to

Health & Safety: We identify any physical and emotional risks of different volunteer roles. We minimise these risks, have relevant policies and procedures in place, and hold adequate insurance

Review & Development: Volunteer involvement and management is regularly reviewed at operational and strategic level to ensure all volunteers continue to thrive