

Healthwatch Hillingdon Volunteer Agreement

Healthwatch Hillingdon (HWH) is a volunteer-led organisation, and volunteering lies at the heart of all that we do. We appreciate and rely on the range of experiences and skills that all our volunteers bring to this organisation, and need you if we are to function in a meaningful, effective way. We have developed a Volunteer Agreement to clarify our relationship with our active members, because we value you, and want to make sure we work together in ways that are based on mutual respect.

This Volunteer Agreement is not a contract of employment; it's our way of saying clearly what you can expect from us, and what we would like from you.

HWH undertakes to provide you with:

- A clear role description, so that you know what your role covers
- Induction and training to enable you to carry out your role effectively
- A named person who will support you in your role
- Information updates on what HWH is doing, and what our coming priorities are, so that you know the context and purpose of your role and what we will achieve through it
- Prompt reimbursement of expenses, like travel fares, incurred for your volunteering so that you can undertake the role without being out-of-pocket. (Please note that all expenses must be supported by receipts)
- References, if you would like them, following a sustained period of volunteering.

HWH would like you to:

- Be reliable, and carry out your role as arranged
- Demonstrate conduct in line with the 10 Principles of Public Life (see Appendix 1)
- Attend training sessions or meetings arranged to support you in your role
- Carry out your role in accordance with HWH policies and procedures
- Treat HWH members, partners, staff and members of the public with respect
- Notify us in good time if you choose to stop volunteering with us, or if you cannot carry out your role for another reason (like an illness, or holiday)
- Write brief reports, if requested, on your HWH activities to keep the Board informed.

Signed (Volunteer): _____ Print Name: _____ Date: _____

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Appendix 1

The Nolan Principles of Public Life

Volunteers should have regard to the 10 Principles of Public Life which define the standards of conduct which volunteers are expected to uphold. The principles do not create a statutory obligation for volunteers but you should be aware that a failure to act in accordance with these general principles may also amount to a breach of the HWH Volunteer Agreement.

Selflessness

Volunteers should serve on the public interest and should never improperly confer an advantage or disadvantage on any person.

Honesty & Integrity

Volunteers should not place themselves in situations where their honesty and integrity may be questioned, should not behave improperly, and should on all occasions avoid the appearance of such behaviour.

Objectivity

Volunteers should make decisions on merit, including when making appointments, awarding contracts, or recommending individuals for rewards or benefits.

Accountability

Volunteers should be accountable to the public for their actions and the manner in which they carry out their responsibilities, and should co-operate fully and honestly with any scrutiny appropriate to their particular office.

Openness

Volunteers should be as open as possible about their actions and those of their authority, and should be prepared to give reasons for those actions.

Personal Judgement

Volunteers may take account of the views of others, including their political groups, but should reach their own conclusions on the issues before them and act in accordance with those conclusions.

Respect for Others

Volunteers should promote equality by not discriminating unlawfully against any person, and by treating people with respect, regardless of their race, age, religion, gender, sexual orientation or disability. They should respect the impartiality and integrity of the authority's statutory officers and its other employees.

Duty to Uphold the Law

Volunteers should uphold the law and, on all occasions, act in accordance with the trust that the public is entitled to place in them.

Stewardship

Volunteers should do whatever they are able to do to ensure that their authorities use their resources prudently, and in accordance with the law.

Leadership

Volunteers should promote and support these principles by leadership, and by example, and should act in a way that secures or preserves public confidence.