

Volunteer Charter

St John Ambulance volunteers play an integral role in achieving our vision: ***Everyone who needs it should receive first aid from those around them. No one should suffer for the lack of trained first aiders***

We place great value on the contributions of volunteers. The relationship between SJA and volunteers is based on a principal of reciprocal respect:

Our commitment to you:

- To value you, treat you with respect and provide equal access to opportunity
- To give you a thorough induction to SJA, appropriate to your role
- To give you a clear description of your role and understanding of its scope
- To provide all the resources and training you need to carry out your role along with opportunity to enhance your skills
- To recognise your achievements, for example, for outstanding contributions to first aid cover on events, or for the high quality of your volunteering
- To give you an identified line manager and regular opportunity for support
- To maintained confidentiality about the information we hold about you
- To cover your expenses (in-line with our expenses policy)
- To keep you safe and will provide appropriate insurance to cover you in your approved role
- To give you the opportunity to express your views about how SJA can improve and develop

Your commitment to us:

- To do your best to help us achieve our vision, uphold our values and deliver our charitable mission*
- To actively engage in, or support the delivery of, first aid or youth services
- To show compassion and respect to service users, colleagues and customers
- To undertake the training required for your role, including revalidation (in order to maintain the skills you need to carry out your role)
- To value and respect others who help St John Ambulance to provide services
- To communicate effectively with us: tell us in plenty of time if you can't deliver a task or if you no longer want to volunteer for us
- To understand and comply with SJA policies and procedures
- To act in good faith towards us
- To safeguard and promote the reputation of SJA

There is no obligation for St John Ambulance to offer a volunteer any task, and there is no obligation for a volunteer to take on a task for St John Ambulance. Nothing in this Volunteer charter is intended to create an employment relationship between you and St John Ambulance, either now or in the future.

A volunteer can cease their association with St John Ambulance at any time. Misconduct or poor performance by you may result in the opportunity to volunteer ceasing.

Thank you for volunteering with St John Ambulance. We couldn't be the difference between a life lost and a life saved without you.

****Find our vision, mission and values on our website: www.sja.org.uk***