

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 St John Ambulance and volunteers is based on a principle of reciprocal respect.

What we commit to do for you:

- Value you, treat you with respect and provide equal access to opportunity
- Give you a thorough welcome to St John Ambulance, appropriate to your role
- Give you a clear description of your role and understanding of its scope
- Provide all the resources and training you need to carry out your role along with opportunity to enhance your skills
- Recognise your achievements in line with the quality of your volunteering
- Give you an identified line manager and regular opportunity for support
- Maintain confidentiality of the information we hold about you
- Cover your expenses (in-line with our expenses policy)
- Keep you safe and provide appropriate insurance to cover you in your approved role
- Give you the opportunity to express your views about how St John Ambulance can improve and develop

What you commit to do for us:

- Do your best to uphold our values and help us deliver our charitable mission*
- Actively engage in or support the delivery of first aid or services for young people
- Meet your commitments to your colleagues and service users
- Show compassion and respect to customers, colleagues and service users
- Undertake the training required for your role, including revalidation (in order to maintain the skills you need to carry out your role)
- Value and respect others who help St John Ambulance to provide services
- 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
- Understand and comply with St John Ambulance policies and procedures
- Act in good faith towards us
- Safeguard and promote the reputation of St John Ambulance

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 a volunteer 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**

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