

# Volunteer Agreement

What you can expect from us and what we hope  
from you



## Volunteer Agreement

Volunteers are an important and valued part of our team at Healthwatch. We hope that you enjoy volunteering with us and feel like a part of our team.

This agreement tells you what you can expect from us and what we hope to receive from you. We aim to be flexible, so please let us know if we can help you in any way to make your time with us more enjoyable.

### We will do our best to:

- Introduce you to how our organisation works, what your role is in it and to provide you with any training you need
- Provide regular meetings with staff so that you can tell us if you are happy with how your volunteering is going and to receive feedback from us
- Respect your skills, dignity and individual wishes and do our best to meet them
- Reimburse your travel expenses / pre-agreed meal costs incurred during your volunteering at our current rate
- Consult with you and keep you informed of any possible changes that may affect your volunteering
- Insure you against injury you suffer or cause due to negligence
- Provide a safe place in which to volunteer
- Apply our Equality, Diversity and Inclusion policy in all parts of our delivery and activities
- Apply our problem-solving procedure if there is a problem

**As a Volunteer with Healthwatch I agree to:**

- Undergo a probationary period with a review after three months of starting, with an annual volunteering review thereafter
- Help Healthwatch to fulfil its objectives
- Perform my volunteering role to the best of my ability
- Follow the organisation’s policies, procedures and standards, including health and safety, and equality, diversity and inclusion in relation to its staff, volunteers and service users
- Maintain the confidential information of the organisation and its service users
- Conduct myself with professionalism and decorum, as well as treating members of the public with courtesy and respect
- Meet the time commitments and standards agreed and to give as much warning as possible whenever I cannot volunteer as expected
- Attend regular supervisions appropriate to your need
- Follow the organisation’s processes relating to performance and dealing with problems

This agreement is in honour only and is not a legally binding contract of employment.

**Volunteer signature:**

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**Date:**

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**Healthwatch signature:**

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**Date:**

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## 1.1 Volunteer code of conduct

This code of conduct refers to any person acting on behalf of Healthwatch (HW) either in a paid or voluntary capacity.

The reputation of HW as an open, fair and professional body with high standards of integrity and commitment to its aims and objectives is dependent on the Healthwatch community of paid staff, board members and volunteers. This also applies to individuals and organisations commissioned to do work on behalf of Healthwatch.

Healthwatch staff and volunteers are expected to uphold principles of selflessness, integrity, objectivity, accountability, openness, honesty and leadership, as defined by the Nolan Principles (see below).

### General Standards

#### **Healthwatch representatives:**

- Are required to treat everyone with courtesy and respect at all times and to respect the privacy, dignity and rights to confidentiality of members of the public, patients, consumers and carers we work with
- Will strive to establish and maintain effective professional relationships within Healthwatch, respecting colleagues and developing a spirit of teamwork
- May have to deal with behaviour that challenges them in the course of their work. High standards of professionalism and fairness should be employed at all times and training and support will be provided to our representatives
- Will embrace equality and diversity. Racist, sexist or homophobic behaviour which discriminates against or demeans others because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation, political, cultural or other beliefs is not acceptable
- Reported breaches of the code of conduct could result in action being taken to protect the reputation and integrity of Healthwatch and to uphold this code of conduct. For volunteers, this could result in being asked to leave Healthwatch with the first step being an informal conversation to seek to resolve issues
- Volunteers who require support with this code of conduct should speak to the Volunteer Lead, the CEO or a HW Advisory Board member
- Volunteers are expected to present a professional image appropriate for the work being performed

## 1.2 The Nolan Principles

The seven principles of public life, known as the 'Nolan Principles', guide the way in which local Healthwatch delivers the agreed strategy and supporting plans. These are:

**Selflessness:** Healthwatch representatives should take decisions about health and social care issues in terms of the public interest. They should not do so to gain financial or other benefits for themselves, their family or their friends.

**Integrity:** Healthwatch representatives should not place themselves under any financial or other obligation to outside individuals or organisation that might influence them in performance of Healthwatch duties.

**Objectivity:** In carrying out public business, Healthwatch representatives should ensure decision making is informed by the available evidence.

**Accountability:** Participants in Healthwatch are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate.

**Openness:** Healthwatch representatives should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands. There will be occasions when information is restricted due to clear requirements of confidentiality (e.g. person sensitive information).

**Honesty:** HW representatives have requirements to declare any private interests relating to their participation and to take steps to resolve any conflicts arising in a way that protects the public interest and the reputation of Healthwatch. Where there is an actual conflict of interest or a perceived conflict, this should be made clear by the Healthwatch representative with the conflict at the start of any discussion, and the representatives should refrain from taking

### The seven principles of public life

Source: Committee on Standards in Public Life, 2008



part in those discussions, unless asked for their views by the Chair of the meeting.

**Leadership:** Healthwatch should promote and support these principles by leadership and example.

**CODE OF CONDUCT AND CONFIDENTIALITY AGREEMENT**

I acknowledge and understand the policies and practices of a Healthwatch Representative and will adhere to all policies and procedures as set out in this Code of Conduct agreement and in the Volunteer Handbook.

I have read Healthwatch’s Confidentiality Policy and Code of Conduct and agree to adhere to all the Policies.

I also agree to participate in training relevant to my role as a Healthwatch Representative, including for example Enter and View and Safeguarding training as part of my induction.

Name: .....

Signed: .....

Healthwatch Officer Name: .....

Signed: .....

Date: .....

## **TERM OF OFFICE**

Your term of office as a volunteer will be from when you join to the end of the current local Healthwatch contract. This may be renewed by mutual agreement with any subsequent Healthwatch contract, and you will be asked to re-sign this volunteer agreement, code of conduct and declaration of interests. A personal review of your time volunteering with us may also be held with the volunteer lead at this time to ensure that both you and your Healthwatch are getting the most out of your volunteering experience with us.

**DECLARATION OF INTERESTS**

Name:		
Position within CTCIC or Healthwatch		
	Interests	
Type of Interest	Details	Personal interest or that of a family member, close friend, or other acquaintance?
Directorships, including non-executive directorships, held in private companies or PLCs		
Ownership or part ownership of private companies, businesses or consultancies likely or possibly seeking to do business with the CTCIC/HW/NHS		
Shareholdings (more than 5%) or companies in the field of health and social care		



<p>Positions of authority in an organisation (e.g. charity or voluntary organisation) in the field of health and social care</p>		
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<p>Any connection with a voluntary or other organisation contracting for NHS Services</p>		
<p>Research funding/grants that may be received by the individual or any organisation they have an interest or role in</p>		
<p>Other specific interests – e.g. users of health services.</p>		

<p>Any other role or relationship which the public could perceive would impair or otherwise influence the individual's judgement or actions in their role within CTCIC and /or HW.</p>		
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To the best of my knowledge and belief, the above information is complete and correct. I undertake to update as necessary the information provided and to review the accuracy of the information provided regularly and no longer than annually. I give my consent for the information to be used for the purposes described in the CTCIC/Healthwatch Privacy Statement.

Signed: .....

Print: .....

Date: .....

## Key staff Contact details

### Healthwatch Rutland

<b>Name</b>	<b>Email Address</b>	<b>Telephone Number</b>
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### Healthwatch North and West Northamptonshire

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