



# Volunteer Handbook



# Welcome to North London Hospice

A heartfelt thank you for choosing to give your time to volunteer at North London Hospice.

Volunteers play a vital part in the smooth running of the hospice, by helping to ensure our patients and those who love and care for them are supported, that our shops offer a high quality and friendly service, and that our fundraising events are a success. The truth is, we couldn't do what we do without them.

Our vision is to provide the best of life, at the end of life, for everyone. Undoubtedly, it is the skills, generosity, compassion and dedication our volunteers bring that helps us achieve this. Whatever your role, you'll be making a valuable contribution to our work, providing high quality palliative care and support, when and where people need us most.

It is important to us that you feel valued and supported as a volunteer. This handbook provides you with information on getting started and some guidance to follow whilst volunteering. If you'd like more information on any of the areas covered, please ask your service lead or manager who will be happy to help or get in touch with the People Services Team (see under Useful contact details).

Thank you again for choosing to give your time to the hospice as a volunteer and I hope you enjoy being part of our team.

If there's anything we can help with, or you have any suggestions on how we may make your volunteering an even better experience, please let us know.

Best wishes

**Suzie Long**  
Director of People and Culture



## About us



North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life-limiting illnesses, supporting them to achieve the best quality of life possible.

We welcome people from all faiths and communities within the boroughs of Barnet, Enfield and Haringey. We are now also able to offer some of our services to people within Camden and Islington as well. We provide physical, emotional and spiritual care to patients and families, friends and carers.

Everyone is treated as an individual and our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors and chaplains. Everyone working at the hospice, both volunteers and staff, is committed to ensuring that patients receive our full support, enabling them to choose how they receive our care. Our goal is to help patients live life to the full despite their illness.

Visit our website: [northlondonhospice.org/about-us/meet-the-team/](http://northlondonhospice.org/about-us/meet-the-team/) to meet our Trustees (who, like you, are volunteers!) and our staff Executive Team.

For further information on the hospice, including the services that we provide and the work we do in the community, please visit [northlondonhospice.org/](http://northlondonhospice.org/).

North London Hospice is a registered charity, and our services are provided free of charge, but it now costs over £16 million a year to fund our care. Whilst around a third of the amount comes from the NHS, we rely on the generosity of our community through fundraising to make up the shortfall in funding.

Volunteers can help with fundraising in a variety of ways, including attending events or opening up their networks to people or companies that might be interested in supporting us. Please speak to a member of the Fundraising Team if you would like more information.



# Our Vision, Purpose and Values

## Our Vision

The best of life, at the end of life, for everyone.

## Our Purpose

Working together to provide palliative care and support, when and where you need us most.



## Our Values

- C Collaborative and learning**  
Share learning, educate and work supportively together
- O Open and honest**  
Be clear and transparent in the way we work and respond to others
- R Respectful and empowering**  
Be kind, enable and value everyone's contribution
- E Equal and inclusive**  
Treat people fairly, be welcoming and involve them

Every single aspect of how the hospice is run and how we operate is shaped by our values. We want to ensure that we are consistently striving to be the best that we can be, by living our values, and by putting our patients at the heart of everything we do.

Patients, their families, our staff, volunteers, and donors are, in different ways, all affected by the sadness and challenges of life-limiting illness. Embedding our values based on compassion and kindness are therefore vital to deliver the best care.

# Joining us

At the start of your recruitment process as a hospice volunteer, you will have been asked to fill out either an online application form, or paper form. This completed form automatically populates our database to create your personal volunteering record (please keep a note of your username and password for future use.)

As part of the recruitment process, volunteers are required to provide details of two referees at least one being a professional reference where possible. For certain roles a professional reference is mandatory.

## Disclosure and Barring Services (DBS)

Certain roles require a DBS (Disclosure and Barring Service) clearance and volunteers are not able to commence until a satisfactory disclosure has been received. People are not necessarily unable to volunteer if they have a criminal record. Due consideration is given to the nature of the role, together with the circumstances and background of any offences.

Regardless of your role, you will have been asked at the application stage to declare if you have a criminal conviction. Failure to disclose this may lead to the hospice ending your volunteering.

Volunteers who are required to have a DBS carried out are encouraged to sign up to the Update Service on an annual basis as this allows the hospice to check their record online when it is time to renew their DBS. Joining the Update Service is free and needs to be done yearly. An email address is needed to sign up. Further information about the Update Service can be found on DBS Update Service - GOV.UK ([www.gov.uk](http://www.gov.uk)) or by contacting the People Services Team.

There is no cost to the charity to carry out DBS checks for volunteers as the Government provide the service free of charge.

## Young people and volunteering

If you are volunteering with us and are under the age of 18, we will request consent from your parent or legal guardian before offering you a volunteer role. We will also ensure that you are supervised by a suitably qualified, named person at all times to make sure you get the most out of your time with us.

## Role description

Each of our volunteer opportunities has an accompanying role description, so you have a clear understanding of your role and what is required. This outlines the purpose of the role, its key tasks and time expectations, etc.

## Induction

We want you to feel welcomed and settled in your new role as soon as possible. When you join us, you will be introduced to your service lead or manager who will ensure you receive a service-specific induction. For some roles, you may be asked to shadow an experienced volunteer before beginning to work independently. During this time, please ask any questions you may have. Hospice volunteers are also invited to attend a corporate induction morning alongside staff, which takes place face-to-face, so you may better understand the work of the hospice, followed by an afternoon session on communication.

# While you are volunteering with us

## Trial Period

Other than one-off volunteering opportunities, all volunteering roles will be subject to a three-month trial period. This trial period is in place so that you and your service lead or manager can get a sense of your fit for the role and then together decide whether or not to continue. During this period, you may decide that the role is not for you, or we might suggest that your skills would be better suited to a different role. Whatever happens, we will always make sure that we discuss it with you. If it is not the right role for you, we will do our best to help you access other volunteering opportunities.

## Support and supervision

Your service lead or manager will be your day-to-day point of contact and is available to provide the on-going support and guidance you should expect as a volunteer. The regularity and formality of this support will differ according to your role and environment, depending on the complexity and level of contact you have with service users. Some volunteers will be asked to attend regular group supervisions as part of their role. This type of supervision is an important part of taking care of both our volunteers and providing high quality care to those we support.

## Training

It is important you are safe and well supported in your volunteer role. You will be required to complete an induction and training appropriate to your role, including mandatory training which will need to be refreshed periodically. It is essential this learning is completed within the timescales outlined. Not completing mandatory training within agreed timeframes may result in you being asked to step down from your volunteering role until such time as training has been completed. Your service lead or manager will make you aware of the specific training requirements for your role. You will have an opportunity to participate in other optional training from time to time.

## Your availability

It is important that you notify us as soon as possible if you have to change the date or time that you will be volunteering. This way we can ensure that there is always a staff member available to support you on the days that you volunteer with us. Similarly, if you would like to go on holiday or need a break because of illness or family commitments, please speak to your service lead or manager so that we can make the necessary preparations while you're away.

## Developing your goals

It is important that you think about what you would like to achieve while you're volunteering. Throughout your time with the hospice, you will be supported by your service lead or manager. You will have an opportunity to discuss your volunteering with them and they will be your first point of contact.

## Keeping us updated

There are some things that are important to let us know about whilst you are volunteering with the hospice. These will not necessarily prevent you from volunteering.

You should let us know:

- If there are any changes to your personal details, e.g. name, address, emergency contact details, etc.
- If you are convicted of a criminal offence.
- If you have been charged with a crime which (if convicted) may impact on your role.
- If you are required to drive as part of your role, you must inform us if you have been charged with a driving offence and / or awarded points on your driving licence.
- Of any changes to your health.

Please ensure you keep your service lead or manager updated on any changes to your personal information or circumstances.

## Recognition

Volunteers provide a vital contribution to the services provided by North London Hospice and are very much valued and appreciated. Recognition is provided in a variety of ways both locally within the team you volunteer with and more widely by the hospice through volunteer thank-you events.

North London Hospice encourages volunteers and staff to recognise their colleagues who have demonstrated one or more of our values. Please complete the form [here](#) to nominate one or more of your colleagues - a fellow-volunteer or member of staff - who have shown that they are living our values or ask your service lead or manager about how best to nominate someone.

If you have a printed copy of this handbook and need the form to complete, please contact the People Services Team



“

It's nice to be needed, it's nice to be helpful, it's nice to give back. ”

# Important information

As a volunteer, you will need to be aware of some important North London Hospice policies and procedures. Please take time to familiarise yourself with the following:

## Expenses

We want to ensure that volunteering opportunities at North London Hospice are accessible to everyone within our community. Our volunteers may be eligible for reimbursement of local public transport expenses. Any expenses incurred should be pre-agreed with your service lead or manager and will only be considered on presentation of proof of travel expense. All expenses must be claimed via an expense claim form within one month of the travel date.

## Refreshments and meals

Tea and coffee are provided for all volunteers at both the hospice buildings and retail shops. If you spend a whole day volunteering in a shop, or for six hours over a period which would ordinarily be a mealtime, you may reclaim the reasonable cost of a meal should you choose to do so on production of a receipt. Please check with your service lead or manager the current amount which may be claimed or contact the People Services Team for further information. If you volunteer at Head Office in Finchley, you may be issued with a voucher to use in the staff dining room instead. Again, please ask your service lead or manager for more information.

## Car parking

Parking is not available on site at our hospice buildings or shops. Our Head Office is situated in a controlled parking zone. However, free on-street parking, including parking on certain single yellow lines, is available around the hospice during certain hours. It is important to look at the signage

on display in each parking area and your responsibility to ensure your car is parked safely. Limited parking spaces are reserved in the car park at our Head Office in Finchley for some key volunteer roles if needed. You will be told if this applies to your role, so please check with your service lead. Our hospice building in Enfield has free on-street parking. If you otherwise require a parking space in the car park at either building for any reason (e.g., mobility issues) when you are volunteering or attending training, please contact your service lead or manager.

## Signing in and out

Please ensure you sign in and out of your voluntary duties with us. This is important as it allows sites to know who is on the premises in the event of an emergency. You will be shown how and where to sign in as part of your induction when you begin to volunteer.

## Badges

All volunteers will be issued with a North London Hospice badge, which you will need to wear at all times. There is a digital signing in system in operation at Head Office in Finchley. If you have been given an activated name badge you will be able to use this to both sign in and out automatically, otherwise please sign in as a visitor at both of our buildings. Please ensure you sign out of the building every time you leave, regardless of the length of time before you return.

## Personal possessions

Please look after your personal possessions carefully when volunteering. Ask your service lead or manager if you need to secure any items as personal items are not insured and may not be replaced if lost or stolen.

## Representing North London Hospice

As a volunteer, you are an ambassador for North London Hospice, so it's important you represent the hospice in line with the expectations outlined in this handbook. Every interaction with those you meet during your volunteering is an opportunity to influence positively how people view the hospice.

- If you volunteer at reception at our Head Office in Finchley, you will be provided with a uniform. Otherwise, please bear in mind the nature of your volunteering and wear clothes that are appropriate and safe for your location and type of role, such as closed toe footwear.
- Always wear your hospice badge whilst volunteering if you have been given one.
- Consider your social media posts may be seen publicly, unless you mark your setting as private, and be aware if you are commenting or posting about North London Hospice
- If you are ever approached by the media to make a comment as a volunteer at North London Hospice, please direct them to our Communications and Marketing team (see under Useful contact details) or ask your service lead or manager to do so. Please do not comment directly yourself.

As our link to the community, you are a fantastic way for us to reach-out and raise awareness locally, spreading the word about the care and support the hospice provides and encouraging uptake of our services, helping to break down barriers. Word of mouth is also a brilliant way to recruit new volunteers, which is always welcomed. Thank you!

## Smoking, alcohol and drugs

We are committed to providing a safe, healthy environment in our buildings; therefore, we have a smoke-free policy. Smoking is not permitted anywhere on North London Hospice premises, grounds or vehicles. This extends to the use of alternative devices, such as e-cigarettes.

Alcohol, together with illegal drugs or other substances, must not be consumed during volunteer duties, nor may these items be brought onto the premises. Anyone found to be under the influence of alcohol or drugs will be sent home and the matter managed through the appropriate hospice procedure. Being under the influence of alcohol or drugs whilst volunteering may result in a volunteer's relationship with the hospice ending.

## Mobile phones

Whilst volunteering, please set your phone to silent or vibrate and take care when taking calls, particularly if you are in a public area or on the Inpatient Unit.

## Use of IT systems

For volunteers who have been given access to North London Hospice's IT systems (including internet and email) these must always be used appropriately. The IT systems should only be used for activities related to your volunteering and are not for personal use. Always be a good ambassador for the hospice whilst using social media and consider carefully any material you intend to place on a website, blog or social networking site, ensuring it is not offensive.

## Keeping yourself and others safe

We are committed to looking after the health and safety of our volunteers, and of other persons who may be affected by our activities. We plan and regularly review our working practices, including general working environment, equipment, materials and systems of work, to ensure hazards are identified, risks are assessed and eliminated, and best practice is adhered to and adopted.

However, it's also important you know your own limits and feel comfortable saying no or asking for more information from your service lead or manager if needed. You should make yourself familiar with and abide by the organisation's safe working practices (this area is covered during your induction and mandatory training) and you must not take any action which could threaten the health and safety of yourself or others. Should you have any concerns about any health and safety aspects of your volunteer role, this should be discussed with your service lead or manager immediately

## Insurance

All registered volunteers are insured for the duties they carry out on our behalf, provided they are working within their role description, North London Hospice policies and procedures, and any other guidelines agreed by their service lead or manager. Please be aware we cannot take responsibility for your personal belongings.

## Fire safety

We should all practice and promote fire prevention in our buildings and shops, know what to do if a fire breaks out and be aware of the smoke and fire hazards within our working environment.

You will receive fire safety training, but if you discover a fire, you should raise the alarm, leave the building immediately by the safest and most direct route and go to the muster point (where you have been told to gather in the event of an emergency). Do not stop to collect personal belongings. Listen for instructions from a trained member of staff and only return to the building when told it is safe to do so. Make sure you know where the closest fire exits are situated and the location of any break glass call points.

Please read the fire safety information at whichever site you are volunteering, particularly if it is not your usual volunteering environment, and take time to make a note of possible exits in case of a fire.

## First aid

The hospice ensures that a sufficient number of staff have current first aid training. Make sure you are aware of your appointed first aider and where the first aid box is kept where you volunteer. For details of qualified first aiders, please ask your service lead or manager.

## Accident, incident and hazard reporting

If you have an incident, near miss or accident during your volunteering shift, however small or insignificant you feel it may be, you should report the incident to your service lead or manager as soon as possible. Please do not continue with your shift if you are injured or unhappy to do so. Please report any hazards e.g., trailing wires or faults in equipment, etc., and do not attempt any repairs yourself. Health and safety will be covered as part of your mandatory training.

## Lone working

Always check with your service lead or manager on the lone working safety procedures relevant to your role. Your service lead or manager should let you know about any specific training and procedures you must follow.

Usually there will be a staff member on hand. However, if circumstances arise where you will be volunteering alone for any reason you need to develop an awareness of any risks and how to minimise them. It is important you have a North London Hospice contact number available to call in the event you need to get in touch with someone urgently. Please speak to your service lead or manager if you have any questions about safe working procedures.

## Infection control

If you volunteer at the hospice, you will be told about infection control procedures as part of your induction and mandatory training. We ask you to note the following points in particular:

- Cover any cuts or abrasions on your hands or forearms with a waterproof dressing before you start your shift.
- Ensure you observe the 'Effective Hand Washing' procedure you will be shown during your induction training.
- If volunteering in the Inpatient Unit kitchen, fingernails should be kept short and free from nail polish.
- Please do not come into the hospice if you are feeling unwell or are suffering from diarrhoea or vomiting (or for 48 hours following your last episode).

## Confidentiality

As a volunteer, you have a duty of confidentiality. All information relating to patients and those around them is strictly confidential. We ask you not to discuss confidential matters or use the names of patients and those who love and care for them outside of the hospice. If you volunteer at the hospice, confidentiality will also be covered as part of your mandatory training.

If you wish to discuss something that is troubling you, please speak to your service lead or manager in the first instance. When thinking about confidentiality, we often think about the details of the patients and families we support. However, confidentiality also applies to corporate data, such as the minutes of meetings, financial reports, details of donors, etc. As well as keeping paper and electronic records safe and secure, you should be mindful of what you share verbally.

You must not divulge to any outside body confidential information, both during and after you have volunteered with us. Here are some key points to follow:

- If you use hospice, IT systems, never share your passwords or log-in details with anyone or write them down.
- Never disclose confidential information over the phone unless you are absolutely certain you are speaking to the intended person.
- Ensure anything confidential is stored securely, e.g., Gift Aid details.
- Never discuss customer, donor, staff or volunteer details with people outside of the hospice
- Never discuss confidential information in public areas and always be aware of who may overhear your conversation.

## Equality, diversity, and Inclusion (ED&I)

Our commitment to equality, diversity and inclusion is at the heart of our organisational culture and underpins our values and vision. In everything we do at North London Hospice, we want to ensure that our volunteers, staff, patients and all stakeholders feel they are part of an inclusive environment, where they are welcome, and difference is respected and celebrated. As such, we trust all members of the hospice community to demonstrate the principles and values of equality and diversity and to treat others with dignity and respect.

Inclusion is important to us, as by ensuring we have people volunteering and working for us who have different experiences, outlooks and perspectives, we are in turn better able to understand and respond to the needs of our local community.

As a volunteer, you are a vital link into the diverse communities we serve and have an important part to play. As you will have read, one of our core values is Equal & Inclusive. The diversity of our patients, their families, our staff, volunteers, donors, and wider community are all highly valued and celebrated at the hospice. We aspire to our volunteers and staff representing and benefiting from similar diversity to that of our community. North London Hospice aims

to provide an environment where everyone feels able to be themselves in a safe space.

With no exception, everyone involved with North London Hospice, whether volunteering, employed, using our services or visiting our shops should feel unequivocally confident that they will not be belittled, excluded, bullied, harassed or undermined. We operate a zero-tolerance policy towards abuse, bullying or harassment of any kind. The hospice considers discriminatory behaviours such as bullying, and harassment as serious offences and action will be taken as appropriate to address these. Thank you for your understanding.

Our ED&I policy outlines our pledge to take steps to eliminate discrimination, so please continue to play your part in challenging non-inclusive behaviours, as we work towards creating a hospice where difference is wholeheartedly respected and celebrated. Please ask your manager if you would like to read the policy.

For more information, please see: [https://nlh-website.files.svdcdn.com/production/documents/guide-to-living-our-values\\_web.pdf?dm=1774964656](https://nlh-website.files.svdcdn.com/production/documents/guide-to-living-our-values_web.pdf?dm=1774964656) for the [Guide to Living Our Values](#) at North London Hospice.

## Data Protection and Information Governance

We are all responsible for keeping information safe and secure; you may play your part by not asking for information you do not need to know, and by storing information you do have carefully.

Information Governance is a series of best practices and principles of the law to be followed by all health and social care organisations, including the hospice, and all our volunteers and staff. As well as corporate information, this covers personal and sensitive information relating to patients, relatives, and carers, as well as volunteers, staff, trustees and donors. If you volunteer at the hospice, information governance will be covered as part of your mandatory training. If you are uncertain

about keeping information safe and secure, please speak to your service lead or manager.

The hospice collects, stores and processes personal information about prospective, current and former volunteers on our database. We use the data collected to stay in touch with you and to deliver and improve services across the hospice. We do not share information outside of the hospice. We are committed to being transparent about how we collect and use this data and to meeting our data protection obligations.

## Manual handling

You will receive manual handling training as part of your mandatory training regardless of your role. If you undertake specific manual handling tasks as part of your role you will be provided with additional training in order for you to carry out your role safely.

## Safeguarding for all

Everybody has the right to live a life that's free from harm and abuse. The hospice is committed to ensuring all people at risk of abuse or neglect are able to live, work, be cared for and supported in an environment free from abuse, neglect, exploitation, aggression and violence. Safeguarding those at risk of abuse or neglect is everyone's business and responsibility.

Your responsibility as a volunteer is to report any concern, however small, you may have about the welfare of anyone you meet during your volunteering at the earliest possible opportunity. Trust your instinct, if something worries you or feels wrong let someone know immediately. Your service lead or manager or another member of staff is always available to speak to for guidance. If you volunteer at the hospice, you will receive safeguarding training as part of your mandatory training. If you are uncertain about this process, please speak to your service lead or manager at the earliest opportunity for clarification.

## Cash handling

If you will be handling cash as part of your volunteer role there are procedures in place to ensure proper handling and your safety. Please speak to your service lead or manager for advice and guidance. If you are a retail volunteer your manager will provide you with additional training on how to use the till, including appropriate security measures.

## Accepting donations on behalf of North London Hospice

If you are volunteering with the fundraising team, you may be expected to handle donations from supporters. The fundraising team will always aim to let you know before an event if we know of any expected donations, so we can plan accordingly, and you feel comfortable with the process and what is required.

Other roles, such as our reception volunteers, may also occasionally be in a position where a supporter wishes to donate directly. Donations could be cash, cheques or donations of items to be used at the hospices, sold at one of our shops or used as part of a fundraising event. Training will be provided as needed but please check with your service lead or manager if you are unsure of the process.

## Driving on behalf of North London Hospice

Our volunteer drivers perform a vital role in transporting service users to and from hospice appointments, and delivering items such as mail, laundry and small items of medical equipment between sites, etc. If you are part of the volunteer driving team, you will also be asked to provide driver personal information and documentation which will be stored on our database. If you are required to drive as part of your role, you must inform us if you have been charged with a driving offence and / or are awarded points on your driving licence.

## Dealing with difficulties

There may be times during your volunteering when things do not go according to plan. You might have a concern you want to talk through with someone or you may wish to make a complaint. Equally, your service lead or manager may want to give you feedback and make suggestions to support your volunteering.

## Raising a concern or complaint

If you have any concerns or issues while you are volunteering, you should speak in the first instance to your service lead or manager. If you feel unable to speak to them directly for any reason, please contact the People Services Team to ask to speak to a People Business Partner, who will ensure your concern or complaint is handled by the right person.

The Freedom to Speak Up Guardian is also available if needed. Please see the Wellbeing support section for further details.

## If we have a concern

If there is an instance where there is a concern or issue about your volunteering, we will always have an open and supportive conversation with you to ensure these are raised and managed in a timely fashion. It might be further training is required, or a reminder about the behaviours we expect of all our volunteers and staff based on our values. In the unlikely event, concerns cannot be resolved, there may be a decision by either or both parties to end the volunteering relationship.

“  
Just by sitting and listening to someone for a second, you're helping this amazing place, and you come out feeling good.”

# Wellbeing support

At North London Hospice, the health and wellbeing of our volunteers is of utmost importance. We are committed to creating a working environment where everyone feels valued, included, and supported, fostering a real sense of belonging. We understand the critical role mental health plays in everyday life and individual success and wellbeing overall. While we may not be able to remove all daily challenges, we are dedicated to providing our volunteers with access to resources that nurture a culture of support and wellbeing.

At North London Hospice, there are several ways to access wellbeing support:

- **Your service lead or manager:** If you have a wellbeing concern, we encourage you to speak with your service lead or manager, if you feel comfortable doing so.

- **The People Services Team:** You can also reach out to the People Business Partners, via the People Services Team, for guidance. They can signpost you to various wellbeing resources available to you.
- **Freedom to Speak Up Guardian:** If you feel unable to raise a concern with your service lead or manager, a director, or the Chief Executive Officer (CEO), you can contact one of North London Hospice's **Freedom to Speak Up Guardians**. They offer independent and impartial advice and can connect you with the CEO or external support if needed. You can email them at [speakup@northlondonhospice.co.uk](mailto:speakup@northlondonhospice.co.uk) or attend one of their regular drop-in sessions. Please ask the People Services Team for details of these sessions.
- **Health and Wellbeing Apps:** Explore wellbeing apps such as **Calm**, **Headspace** and **Breathe** for support in managing mental health and relaxation.



# Saying farewell

If you decide you will no longer be volunteering with North London Hospice, we ask that you please let us know by notifying your service lead or manager in good time, so we can say a proper goodbye and thank you. If you have a North London Hospice name badge, or any other hospice property, please ensure you return this to your service lead or manager on your last day.

We would also appreciate it if you could provide some feedback on your experience with us.

Please send any thoughts to [volunteer@northlondonhospice.co.uk](mailto:volunteer@northlondonhospice.co.uk) so we may continue to improve the volunteering experience.

## Giving a reference

We are happy to supply references. It is our policy for the People Services Team to provide only a factual reference with dates of service and your role title. If you need a more in-depth reference, please contact your service lead or manager to ask if they are willing to provide one. This is at their discretion and would be in a personal capacity and not affiliated in any way with the hospice (i.e. not communicated via a hospice email or on hospice-branded paper).

Please note should you stop volunteering with us your personal data will be held on our database for seven years, in line with our Retention Policy. After seven years your personal data will be removed so we will be unable to provide a reference after this time.



# Expectations

We truly appreciate that you have chosen to volunteer with us to help achieve our vision of the best of life, at the end of life, for everyone. Our people really are our greatest asset, and we couldn't achieve all we do without our incredible community of volunteers and staff.

This agreement outlines our commitment to you and the expectations we have of you as a valued volunteer.

## What you can expect from North London Hospice.

- Welcome you and make every effort to help you feel a valued part of the team and the hospice as a whole
- Be clear about our expectations of you, including clarity around your role and responsibilities and role boundaries
- Provide a named person as your point of contact to guide and support you in your role
- Provide the relevant induction, training, support and resources required to carry out your role
- Recognise your skills and contribution and give feedback, thanks and encouragement
- Provide a healthy and safe working environment and adequate insurance cover when you are undertaking authorised voluntary work for the hospice
- Respond to any concerns if things are not going well and try to resolve fairly any problems, concerns and difficulties you may have whilst you volunteer with us
- Demonstrate the North London Hospice values of Collaborative and Learning, Open and Honest, Respectful and Empowering and Equal and Inclusive (CORE).

## What we ask of you...

- Help us fulfil our vision of the best of life, at the end of life, for everyone
- Undertake your role to the best of your ability and follow our policies, procedures and guidance
- Participate in all the training, learning and supervision required for your role
- Maintain confidentiality regarding our activities, our beneficiaries, their family and friends, other volunteers and staff at all times
- Be as reliable and punctual as possible and provide as much notice as you can if you are unable to attend as expected so we can make alternative arrangements
- Talk to your service lead/manager if you have any concerns
- Tell us if your circumstances or contact details change or need updating
- Share the hospice's commitment to safeguarding and promoting the wellbeing of all
- Be an ambassador for the hospice and treat everyone you meet through your role with dignity and respect
- Follow our [CORE values](https://northlondonhospice.org/about-us) - see here <https://northlondonhospice.org/about-us> and uphold our commitment to equality, diversity and inclusion when volunteering with the hospice. And read our [Guide to Living Our Values](https://nlh-website.files.svdcn.com/production/documents/guide-to-living-our-values_web.pdf?dm=1774964656) at [https://nlh-website.files.svdcn.com/production/documents/guide-to-living-our-values\\_web.pdf?dm=1774964656](https://nlh-website.files.svdcn.com/production/documents/guide-to-living-our-values_web.pdf?dm=1774964656)

Thank you again for volunteering with North London Hospice. We value the time you donate, and we will do all we can to make your volunteering experience with us enjoyable and rewarding.

This agreement is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created now or at any time in the future.

# Useful contact details

Your service lead or manager will be your primary point of contact. However, the People Services Team is also here to support you if you need anything or if you have any questions.

## People Services Team

Email: [volunteer@northlondonhospice.co.uk](mailto:volunteer@northlondonhospice.co.uk)  
Telephone (voicemail): 020 8156 4520

## Contacting North London Hospice

You can call North London Hospice free of charge on **0800 368 7848**. This is the number to use for general enquiries. Please listen to the message carefully and select the service or department that you require.

## Other useful numbers:

Charity Shop Collections: 020 8343 6813

Bereavement Team: 0208 343 6819

Fundraising: 020 8446 2288

Finance: 020 8343 6804

## Media enquiries

If you have a media enquiry, please email: [communicationteam@northlondonhospice.co.uk](mailto:communicationteam@northlondonhospice.co.uk).

## Our shops

For details of our shops, including their location and contact details, please see the following link:

<https://northlondonhospice.org/our-shops>



“It's a fantastic thing to do, I get so much satisfaction from it. The team here are amazing from the top down.”

# Keeping up to date with North London Hospice news

To keep up to date with hospice news, you may sign up to our newsletter <https://northlondonhospice.org/get-involved/newsletter-sign-up>

Life Magazine is sent out to our supporters twice a year as well. It is a great source of information about our services and the impact that your support has made. Packed full of stories, it showcases the breadth of work undertaken by our staff and volunteers to support our local community. Copies are also available at our buildings. Current and past editions are available on our website [northlondonhospice.org/about-us/life-magazine/](https://northlondonhospice.org/about-us/life-magazine/).

We also publish a newsletter, Volunteer Voice, specifically for volunteers, every quarter bringing you the latest news from North London Hospice. This will be emailed directly to you, so please make sure we have your latest contact details. If you need a hard copy, please let your service lead or manager know.

In addition, there is a library of resources online for volunteers, divided into themes broadly related to hospice care, including kindness, listening, death and dying, and loss and grief. The library is available [here](#) and is updated regularly.

The North London Hospice website [northlondonhospice.org/](https://northlondonhospice.org/) has a wealth of information, including our Impact Report, if you want to find out more.

If you have a printed copy of this handbook and need the library link, please contact the People Services team

There are various ways you may tell us about your volunteer experience, including feedback to your service lead or manager, at volunteer meetings or to the People Services Team directly. We are always keen to learn more about how you are finding volunteering and for ways to improve your experience.

# Keeping in touch

## MyImpact page

MyImpact page is the volunteer-facing page of our database. It is where you will have completed your application form when you first applied to volunteer. You can sign up to shifts and log the hours you have given us, as well as update your contact details, next of kin, availability, etc. on your account.

This can all be accessed from your desktop PC or mobile device on your internet browser [here: https://app.betterimpact.com/Login/Login](https://app.betterimpact.com/Login/Login)

You may also download the MyImpact app, free of charge by going to wherever you usually download your apps. You can ask your service lead or manager or the People Services Team for your username and password if you have forgotten them.

We can communicate with volunteers via email through this system and maintain accurate records of contact details, training completed, hours volunteered, etc., as well as create and manage rotas. If your contact details change, please ensure these are updated so we may keep in touch with you.

Please note, should you stop volunteering with us your personal data will be held on our volunteering database for seven years, in line with our Retention Policy before being removed.

**Thank you for choosing to volunteer with North London Hospice!**



The best of life,  
at the end of life,  
for everyone



North London Hospice  
47 Woodside Avenue,  
London, N12 8TT

Phone: 0800 368 7848 (Freephone)  
Email: [nlh@northlondonhospice.co.uk](mailto:nlh@northlondonhospice.co.uk)

Registered with



[www.northlondonhospice.org](http://www.northlondonhospice.org)

Charity No. 285300. Registered Address - 47 Woodside Avenue, London, N12 8TT. Company Reg No: 01654807 (England and Wales)