

Sligo Social Services

Volunteer Charter

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.” - Margaret Mead

Sligo Social Services

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Volunteer Charter

sligo social
services

Caring and
supporting individuals
and communities

Volunteering is a two-way relationship, one that should benefit both the volunteer and the organisation. As in any relationship both parties will have expectations of the other. By being aware of these expectations both volunteers and organisations are more likely to have a successful partnership.

Volunteers can expect to:

- Know if, and how, they are being selected
- To be given meaningful work to do
- To know what is expected from them
- To be offered appropriate training
- To be appreciated and have their voluntary contribution recognized
- To receive supervision and support
- To benefit from their contribution
- To know who to go to if they have a concern
- To learn from their experience
- To be made aware of policies and procedures relevant to their role
- To be treated fairly and not to experience discrimination
- To have safe working conditions, including insurance cover
- To be informed about and be given the

opportunity to play an active part in the organisation as a whole

- To be able to say no and to leave their voluntary role without feeling guilty.

Volunteers are asked to:

- Respect the values and aims of the Organisation
- To be committed to these values and aims, and to their role in the organisation
- Be reliable and give the organisation sufficient warning if unable to turn up
- Be punctual
- Attend essential training and support sessions
- Undertake the work to a high standard
- To be honest if they are experiencing problems
- To respect confidentiality of service users and Sligo Social Services
- To treat people with respect and dignity.

Sligo Social Services are expected to:

- Ensure the volunteering experience is a rewarding one
- Ensure equal access and not to discriminate
- Define clear, meaningful roles for volunteers
- Have policies and procedures for volunteers

- Provide all necessary information to volunteers
- Be available for volunteers
- Provide training where necessary
- Thank and value volunteers
- Provide insurance cover
- Inform volunteers of any legal liabilities
- Supervise and to provide support
- Provide a safe working environment
- Have procedures in place for dealing with complaints and grievances
- Have procedures in place for dealing with issues or difficulties that may arise

Sligo Social Services can ask:

- For certain qualities and skills in volunteers
- For volunteers to understand and buy into the organisation ethos
- Volunteers to sign a volunteer agreement or 'contract'
- For tasks to be done in a particular way, to a certain standard and within certain time-frames
- For volunteers to see through their time commitment
- For reliability
- For punctuality
- To ask volunteers to leave if their involvement hinders the organisation achieving its goals