

# North Haven Hospice Volunteering Charter

July 2020

## This Charter will:

Promote the successful integration, involvement and development of volunteering for the benefit of patients, families, local communities and the wider hospice and palliative care community.

Recognise volunteering as an equally important part of our hospice team which includes clinical and family care, with its own identity, position and value.

Promote the use and value of research and maintaining a current awareness of appropriate outcomes that drives best practice in the recruitment, management, support, integration, retention, recognition, training and resourcing of volunteers.

### **1. Promote the successful development of volunteering for the benefit of patients, families/whanau, local communities/hapu and the wider hospice and palliative care community.**

Achieve this by:

- Ensuring that volunteering maintains its recognised and clearly described place in North Haven Hospice. Volunteers do not replace paid staff or family carers, they are a third strand with their own roles and impact.
- Enabling and empowering volunteers to make their diverse contributions, ranging from involvement and collaboration in planning and development, training, care of patients and their families. Acknowledging their roles in retail and other fundraising, administration, governance and other activities that sustain hospice and a public health approach to palliative care.
- Investing in volunteers being able to contribute to hospice business including decision making at individual, organisational and community level and ensure their views and opinions are sought, considered and respected.

**2. Promote volunteering in direct support of patients and their families/whanau.**

- North Haven Hospice recognises 'being there' for the patient and family/whanau as the core contribution of volunteering in direct patient and family/whanau care.
- The organisation and its individuals actively seeks ways to involve and support trained volunteers who help care for patients and families/whanau, establishing and/or following best practice models and encourage patients and their families/whanau to make use of this care available from volunteers.

**3. Ensure progressive and effective management of volunteering, including clearly defined policy on roles, careful recruitment, training, development, retention and recognition.**

Actions include that:

- The organisation and individuals within it ensure effective volunteer management with sensitive collaboration between the four parties to care namely; professionals, family, community and volunteers. This is vital for good quality and sustainable public approach to palliative care and the volunteer service that supports it.
- Active contribution towards establishing and maintaining national best practice guidance, training and quality programmes.
- Implementing the endorsed Volunteer Services strategic and implementation plan. Ensure effective support for the hospice based and public health approach to palliative care volunteering at North Haven Hospice and as part of the Hospice New Zealand membership group.

Actions include that North Haven Hospice:

- Recognise and sustainably resource Volunteer Leadership and Management as a critical area for contributing to the development of future hospice services.
- Influence national and regional volunteer development and legislation.
- Collect, interpret and disseminate accurate data including numbers, gifted time and support and volunteer roles, demonstrating how volunteering makes a difference.