

# Shallion Support Volunteer Agreement

## 1. Purpose

Volunteers play a vital role in helping people with a chronic illness to receive the non-medical, home-based support they need. The purpose of this agreement is to ensure all parties have clear expectations and boundaries.

## 2. Nature of Volunteering

### **Your role may involve:**

- Assisting clients with light domestic tasks
- Providing companionship and encouragement
- Helping with weekly planning or attending appointments
- Supporting families in managing household responsibilities

### **You are not expected to provide:**

- Any personal, medical or intimate care
- Clinical advice
- Emergency or crisis intervention

## 3. Values and Conduct

### **As a volunteer, you agree to:**

- Treat all clients with respect, empathy, and dignity
- Maintain professional boundaries
- Never promote your personal beliefs (e.g. religious, political, ideological) during sessions
- Keep all information confidential
- Report any concerns to Shallion Support promptly

### **We expect you to refrain from:**

- Sharing or soliciting inappropriate personal information
- Harassment, discrimination, or any kind of verbal or physical misconduct
- Offering or accepting gifts, money, or personal favours from clients

#### **4. Training & Safeguarding**

Volunteers will receive a basic orientation and safeguarding information. You may also be asked to complete a PVG (Protection of Vulnerable Groups) check before volunteering begins.

#### **5. Supervision & Support**

You will have a named contact at Shallion Support for guidance and support throughout your time volunteering. We value feedback and welcome your suggestions for improvement.

#### **6. Ending the Agreement**

Either party can end this agreement at any time. Please try to give as two weeks notice if possible.

Signed:

Volunteer Signature

Date: