

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: