



St John Scotland

Volunteer Charter

A commitment to provide a safe and supportive environment for our volunteers

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Volunteer Charter

Our commitment to you

What we offer our volunteers

This Charter identifies the commitment of St John Scotland (SJS) to provide a safe and supportive environment for all those who volunteer for SJS.

SJS recognises that volunteers are a vital resource, and will ensure the following:

- Induction:** Provide a thorough and consistent induction process on the work of SJS, including our vision, mission and values, and all relevant policies.
- Role:** Volunteers and staff will be clearly informed of the expectations and boundaries of each volunteer role.
- Recruitment:** Our volunteer recruitment procedures are fair, efficient, and consistent.
- Training:** In-service training will be provided relating to your chosen volunteering activity. We ensure regular support and supervision. This enables our volunteers to work and operate safely and with the knowledge that they are supported and well-trained to undertake their role.
- Involvement:** We recognise and promote equality and diversity; we encourage volunteering for all.
- Value:** Our organisation encourages a positive attitude to volunteers and volunteering. We will regularly recognise and acknowledge the value of volunteer contributions.
- Health, Safety and Wellbeing:** We have identified physical and emotional risks of different volunteer roles, minimised these risks, have relevant policies and procedures in place, and hold adequate insurance.
- Support:** Our organisation will ensure that every volunteer will have the opportunity to raise concerns and will receive appropriate feedback.
- Travel:** We will reimburse you for travel and any related authorised expenses in line with SJS Expenses Policy.

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Commitment from our volunteers

What we expect from our volunteers

- Objectives:** We expect volunteers to commit to our charitable aims and objectives and to uphold our values.
- Trust:** We trust all our volunteers to perform their role(s) and responsibilities, as outlined in our role descriptions, to the best of your ability and to attend on-going training, as required by SJS.
- Confidentiality:** Volunteers **must** ensure that confidential information regarding the charity, our volunteers and our service users is always maintained.
- Time Limits:** There is **no time limit** to how long you can volunteer with St John Scotland. Volunteers can engage in different activities simultaneously or change roles after discussion with their volunteer supervisor or Chairperson.
- Respect:** To treat other SJS volunteers, staff, service user, and members of the public fairly, with dignity and respect.
- Policy:** Follow the organisation's volunteer policies and operating procedures, including health and safety, safeguarding and equality and diversity in relation to its staff, volunteers, service users, and the public.

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Document Title:	VP002 - Volunteer Charter
Document Sponsor:	Chancellor
Date Approved:	June 2025
Board Approval:	Yes
Version No:	v1.0
Review Frequency:	Every 2 years
Next Review Date:	June 2027



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Scotland

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Scottish Registered Charity number SC047485.

A company limited by guarantee registered in Scotland number SC557034