



**THE**

# **VOLUNTEERING HANDBOOK**



Claire House  
CHILDREN'S HOSPICE

# WELCOME



Hello and a huge welcome to Claire House Children's Hospice. We are so happy you are here.

To introduce myself my name is Amy and I will be navigating you around your Volunteer Handbook. There is more information on who I am, my team and what we do to support you during your volunteering journey with us, further on.

For now, let me explain how the handbook works. We'd like this to be a live document, that means you can refer to it throughout your volunteering journey.

In this booklet are guides to volunteering at Claire House, key contact information, information on what to do if there is a problem and much much more.

We share in this handbook: what you can expect from Claire House, no matter where you volunteer and equally what we expect from you.

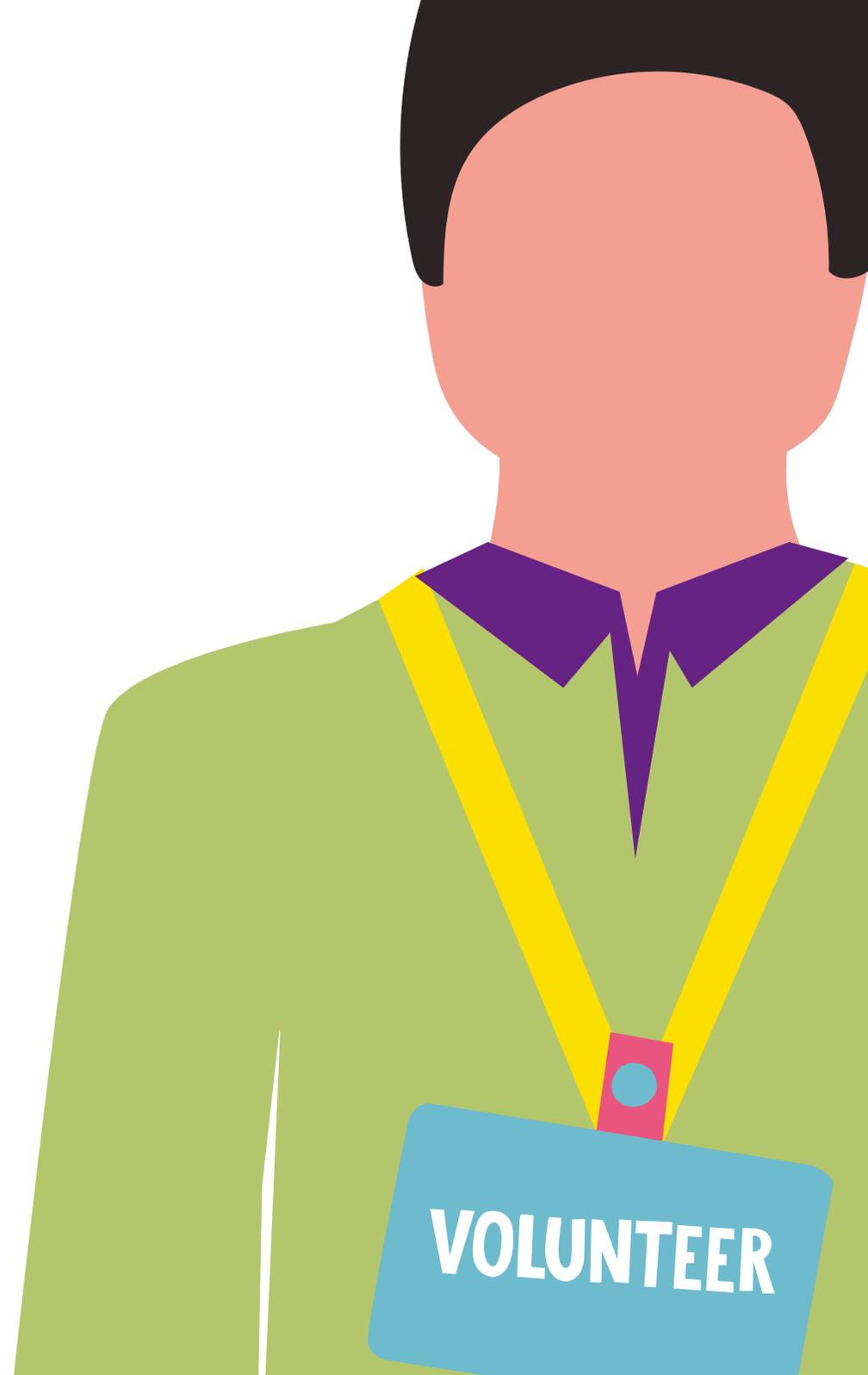
You are surrounded by friends here at Claire House from staff, families and other volunteers. If you're volunteering in one of our shops or at our fundraising events, you will get to know members of your community too.

I'd like to take this opportunity to say a huge thank you for joining Claire House. So for now, read on to hear all about the wonderful things you can expect from Claire House!

**AMY**

# CONTENTS

- 4. **INTRODUCTION**
- 6. **RECRUITMENT**
- 9. **WHAT YOU CAN EXPECT WHEN VOLUNTEERING**
- 14. **HOW WE DO THINGS**
- 19. **FINISHING VOLUNTEERING**



# INTRODUCTION

## OUR VISION

Claire House opened its doors in 1998 and now offers care, support and choice to families whose children won't live to be adults. Claire Cain's family, friends and a team of dedicated volunteers helped to make the dream a reality when we opened Claire House —You can find out more about Claire Cain and the journey of Claire House on our website [www.ClaireHouse.org.uk](http://www.ClaireHouse.org.uk).

**Our Vision:** That every dying child, and their families, get the very best support when and where they need it.

Today, hundreds of people volunteer with Claire House including those who lead the charity as Trustees. Volunteers fundraise in the community and represent Claire House on your local High Street. Volunteers provide administration, retail assistance and impactful volunteering to families and children, who, without volunteers, we would be unable to support.

## OUR LEADERSHIP TEAM

Claire House is supported by a Board of Trustees. Each member goes through a thorough recruitment process, and all bring a wealth of knowledge and experience in a variety of areas which support the organisation.

Claire House is headed up by David Pastor our Chief Executive. David is supported by a team of Executive Leaders who include:

**Bruce Dodd** - Head of Facilities and Estates

**Jan Sutherland Oakes** - Director of Clinical Services

**Gillian Nove** - Director of Income Generation & Volunteering

**Hannah Shannon** - Head of Communications

**Janet Wallace** - Head of Finance

YOU CAN FIND OUT MORE ABOUT OUR EXECUTIVE LEADERS AND TRUSTEES HERE:

[WWW.CLAIREHOUSE.ORG.UK/ABOUT-US/OUR-PEOPLE](http://WWW.CLAIREHOUSE.ORG.UK/ABOUT-US/OUR-PEOPLE)



## YOUR VOLUNTEER TEAM

To introduce myself, my name is Amy Harrison. I'm the Head of Volunteering here at Claire House. I oversee the department. I'm responsible for the safety and management of all our volunteers and volunteer line managers.

I'm joined by the wonderful Lucy Reynolds. Lucy supports all our recruitment of all of our Hospice based volunteers and office based roles too. If you are volunteering as a catering volunteer, counsellor, driver etc. you'll see Lucy in the Claire House Induction. If you work in the Hospice either on the Wirral or Liverpool (in the physical building) Lucy is your contact and is on hand to support you throughout your journey.

I'm also very lucky to have the fabulous Jess Murray in my team too. Jess looks after all our retail and fundraising recruitment. So if you volunteer in one of our shops or at our fundraising events Jess is your contact. Jess often visits the shops and attends our events, so make sure you say hello when she's next there.

Between us we have over 20 years experience with working with volunteers, so we've seen a lot of changes during that time.

But we are always looking for ways to make your volunteer experience the best it can be. So if you have any ideas, do let us know. We would love to hear from you.

## CONTACT DETAILS

We are here to support you through your volunteering journey. So please do contact us if you need anything at all.

### AMY HARRISON

Head of Volunteering

[Amy.Harrison@clairehouse.org.uk](mailto:Amy.Harrison@clairehouse.org.uk)

### LUCY REYNOLDS

Voluntary Services Co-ordinator

[Lucy.Reynolds@clairehouse.org.uk](mailto:Lucy.Reynolds@clairehouse.org.uk)

### JESS MURRAY

Volunteer Community Coordinator

[Jessica.Murray@clairehouse.org.uk](mailto:Jessica.Murray@clairehouse.org.uk)

As we work from our Liverpool site, Wirral Hospice and sometimes from home, the best number to reach us on is the main fundraising building number **(0151 343 0883)** and they will be able to locate us for you.



# RECRUITMENT

## RECRUITMENT PROCESS

We want our recruitment process to be consistent, effective and fair ensuring all our volunteers can start with us in a timely manner. However, given the nature of the work we do, we do have to be thorough with our checks and sometimes, the recruitment process can take a little longer depending on where you volunteer.

## HOSPICE BASED ROLES

The most thorough of our processes happens when a volunteer is on site at the hospice. If you are volunteering in one of our office or care based roles, you will undergo two interviews. One with Lucy our Volunteer Coordinator and one with your new Line Manager. You will also have to complete a DBS check and complete mandatory training before you start. We aim to get this all sorted within 3 to 4 weeks, but the process can be held up by references and DBS checks. You can check in with Lucy any time who will give you an update on what stage your application is at.

## RETAIL

We will require an application form with two references for a role in retail. You will be asked to attend an interview and taster session with the Shop Manager and in store training will also be provided. Further checks may be needed if you become a gift aid volunteer or key volunteer.

## FUNDRAISING

Fundraising is a great way to volunteer with friends or family. You can come along to an event on the day and complete a registry form. Here you can marshal an event, hand out water, or give medals at the end of a race. A great experience to bring little ones to.

## TASK DESCRIPTION

Every volunteer role has a Task Description. Each Task Description gives you key information on what is involved in the role and what isn't. This way we can ensure that the role you have signed up to do is the role you do.

Of course, your role may change during your journey. Should this happen, make sure you speak to your Line Manager so we can create a new Task Description. This is not a contract, but a way for us to ensure you know what is expected of your role and, it can be referred to if there were ever any discrepancies. Or if you wanted to take on more or less at any time who will give you an update on what stage tasks we can revisit the Task Description too.



# INDUCTIONS AND TRAINING

## INDUCTIONS

Every volunteer will be required to complete an induction. Each induction is specifically tailored to your role. In the induction your Line Manager will run through:

- Specific equipment training i.e. driving, steaming
- Fire exits & Health and Safety
- What to do in the event of a fire
- Manual Handling—should this be required
- Introductions to staff and volunteers in the department
- Day to day volunteering tasks
- Toilet facilities
- Eating and drinking facilities
- Expenses
- Shift times: start, finish and breaks
- Contact details
- Desk areas and computer log ins - if required
- Safer Working Practice

This booklet will give you everything else you need to know during your time at Claire House including policies, what happens when you leave us, our expectations and what you can expect from us.

If there is any further information you need during your time, please do contact your Line Manager or a member of the Volunteering Team who are around to support you.

## TRAINING

Some roles will require a more thorough training process, for example if you are a Hospice Driver, you will have to complete Midas Training and have an induction on our vehicles. Any additional training required will always be paid for by Claire House, we just need you to give your time to complete this before you start with us. This could also include manual handling, safeguarding and infection control.

Some roles may require E-Learning or digital learning. If it does, we will support you through the process and give you access to a laptop whilst you do it, if you can't do it from home.

If you have any questions about the training requirements for your role, do speak to your Line Manager or a member of the Volunteering Team.



# BUDDYING UP AND SHADOWING

We know some of our roles at Claire House are very hands on and whilst you may be trained in a particular area, you can still be quite nervous, especially the first few times.

Don't worry. We will always make sure you have a buddy if you require one, or have an opportunity to shadow another volunteer or staff member.

Please remember to be honest with your Line Manager, there is no judgement. You may be nervous on your first shift. Or you may have been coming to Claire House for over a year and have simply forgotten how to do something. We've all been there, so please remember to ask for help. We'd rather support you than risk something going wrong.

Please speak to your Line Manager or a member of the volunteering team if you would like shadow someone

Equally, if you would like to become a Buddy for a new volunteer, we'd love to hear from you too.



# EXPECTATIONS

We always want to make sure we are giving our volunteers a great experience, and we want to be held accountable on our promise to you. That's why we outline our expectations to every individual volunteer:

- To ensure that paid staff are trained to work with volunteers and to guide volunteers in the skills required
- To provide policies, procedures and guidelines to enable volunteers to operate in a safe and healthy environment
- To respect the experience and knowledge of volunteers, listening and learning from what they have to say, encouraging two way communication and creating a friendly and supportive environment
- To provide volunteers with information about the charity and its aims and objectives
- To resolve problems promptly and effectively and deal fairly with any complaints raised by volunteers
- To reimburse volunteers for any reasonable out of pocket travel expenses
- To ensure that volunteers are insured to carry out their designated roles



## OUR EXPECTATIONS OF VOLUNTEERS

We also expect our volunteers to help us deliver on our promise.

Our expectation of volunteers include:

- To supply personal references
- To read and follow relevant Claire House policies
- To attend inductions and training
- To maintain confidentiality
- To uphold the good name of Claire House and the reputation of the charity
- To maintain good communication with other volunteers and Claire House staff
- To be punctual and reliable
- To inform the organisation of any absences
- To report any accidents or near misses
- To give reasonable notice of their intention to cease volunteering with Claire House.
- To follow instructions given by your Line Manager
- To be kind and considerate to all

# WHAT YOU CAN EXPECT

## RECOGNITION

We are so privileged that many of our volunteers have been with us for over 5 years. So every year, we want to celebrate those who have given a fantastic amount of time. From 5, 10, 15 and even 20 & 25 years!!

We also know that many of our newer volunteers give so much time and effort, but in shorter periods of time. So, in 2022, we will be launching our first 'Impact Awards' which will sit alongside our 'Recognition Awards'.

In previous years we have held events where volunteers can get together and enjoy a lunch and some talks from our CEO & Heads of Departments. However, Covid has stopped that, and feedback we have received from volunteers is that they don't want to travel to a central location.

So going forward we will be coming to you, and celebrating your length of service or impact in your volunteer location.

Stay tuned for more information. If you are one of the lucky ones this

## COMMUNICATION

Every month you will hear from me, Amy, as I write our monthly Volunteer Newsletters. They are delivered via email, so please make sure you keep us up to date if your email address changes. Each month we share with you what's happening at Claire House, any changes to your volunteer role, key information about the hospice and we always end on a positive news story.

If you have a story you would like to share, or tell us something amazing happened whilst you were volunteering, do send me an email and I'll make sure I include it in the next edition.

Sometimes we will also write to you (if there is something important that we need you to know), or we'll give you a call to see how you are, how things are going, and make sure everything is ok.

If at anytime you no longer wish to hear from us, just let me know!

## VOLUNTEER SURVEY

Every year we send out a volunteer survey. It's a short survey that asks you how you are getting on whilst volunteering. It should take no more than 15 minutes to complete and you can do it via an online survey link or a physical paper copy.

When we send this survey, we want to make sure you are getting the best experience here at Claire House, no matter where you volunteer. So we always want to know the truth. How do you find volunteering? Would you recommend us to your friends and family? What can we change to make your volunteering better?

There have been many amazing things that have come from the survey. Like your volunteer ID badges, the newsletters, even this handbook! So do tell us what you think, we love hearing the good and whilst, we don't like hearing the bad, it does give us the chance to change and make things better.

We must say a huge thank you to you if you take the time to complete the survey. It really does help us to know what's going on where you are.



## DEVELOPMENT

We always want our volunteers to be the best they can be, whether that's at Claire House or elsewhere.

We have training and development opportunities available to you, no matter where you volunteer.

From NVQ's to in-house programs, whether that's customer service skills, or perhaps becoming a team leader, from warehouse support to writing skills. If it will help you with your volunteering, we want to help you.

Speak to your Line Manager or a member of the Volunteering Team for more information.

If you are in retail and are looking for more responsibility, we always need Key Volunteers to help us open and shut the shop or cover holidays. This is a great role if you want a career in retail as it really gives you an all round view of the job. Speak to your Shop Manager for more details or ask your Volunteering Team for the Task Description to learn more.

## SUPPORT

During your time at Claire House you will have a dedicated Line Manager who will support and guide you through your volunteering journey. Depending on how often you volunteer your Line Manager will be in touch to see how you are getting on, if there is any further support you need, or if there are any reasonable adjustments to make your experience better. We also love hearing if you have some new ideas or have noticed a smarter way of working.

Your Manager may wish to meet face to face, virtually or over the phone, particularly if you are volunteering remotely.

There may be times when you wish to seek further support or you feel your Line Manager may not be able to help. In this case, your Volunteering Team are always around and will be happy to chat.

## EXPENSES

It is important to Claire House that volunteers are not prevented from volunteering due to financial constraints when supporting the charity. Each volunteer is permitted to claim reasonable expenses incurred through their volunteering duties. This must be agreed in advance with their Line Manager at the earliest convenience.

To find out more about what expenses can be claimed and the process in doing so, please contact your Line Manager.



## A COMMUNITY

By joining Claire House, we want you to feel you are part of our ever growing family and that you play an integral part of us achieving our vision of reaching every dying child.

That's why we want to create a safe space for you to volunteer, so you can meet like minded people, and perhaps make new friendships too.

We have lots of opportunities for volunteers to meet, through our virtual coffee mornings, where we get together for an informal chat over a cuppa.

We also have our private Facebook Group, where volunteers can chat to other registered volunteers. You can find us at <https://www.facebook.com/groups/279145380498650>

## REMOTE VOLUNTEERING

During the Pandemic, we found new ways for volunteers to help us from the comfort of their homes. We launched our remote volunteering roles. They include Volunteer Befrienders, who call our other volunteers and see how they are doing, or if they need any support, Volunteer Research Assistants who help us with research projects, Volunteer Proof Readers, who cast their eye over our work (like this Handbook) and many more. Our remote volunteer roles can be done alongside your physical volunteering role. Or perhaps if you are moving away but want to continue to help us. These are short term volunteering roles, so usually last no more than 3 months. You can do them anywhere in the world!

## FUNDRAISING

There are lots of ways you, or your friends and family can support Claire House, and when you volunteer, you may get asked, so I thought I'd pop a rundown for you here. You can volunteer, of course at our events, in our hospice and in our retail stores. You can attend Claire House events, host your own fundraising event, play our Lottery, give a regular donation, have a Claire House speaker give a talk at your community groups, run a marathon, or a 5k! You can leave us a gift in your will, climb Mount Everest, hold coffee mornings, wear funny hats or get your child's school involved. If you have a wacky idea, you can even do that! To speak to a member of our Fundraising team, call **0151 343 0883**.

## DUAL VOLUNTEERING

We always love to see volunteers mixing into different areas, for example, if you are a retail volunteer, but would really like to attend one of our Claire House events. Did you know you can come as a volunteer? You don't need to fill in any other paperwork, just let a member of the Volunteering Team know and we will send you all the relevant information.

You can also bring a friend or family member who isn't registered as a volunteer. They will just need to fill in a quick Registry Form on the day of the event.

## IF A ROLE ISN'T AVAILABLE

You may have a specific skill set or talent that you want to share. Or perhaps you know exactly what you want to do, but the role just isn't available yet. We will always do our best to find you a suitable volunteering role, but sometimes we are led by other teams and there could be a delay. If this happens, we put you 'on the books', that means the moment the right role becomes available you will be first to be informed. We will continue to make contact with you, share other opportunities with you whilst you wait. If at any time you want to be taken off this list, just drop us a line and we will remove you.

### DID YOU KNOW?

**You can volunteer with your children? As long as you will be with them at all times they are more than welcome to join in at any of our events. To find out more contact Jess Murray.**



## FREE WILL WRITING SERVICE

We work with many Solicitors across our region who have kindly offered to give volunteers a free will writing service as a thank you for volunteering. Many of you may not be thinking about writing a Will. But if you do, the cost currently is around £150.

Our community partners will waiver this fee and help you to write a Will free of charge.

It's something you can do once and forget about it, knowing your finances are safe and your family is looked after should the unfortunate should happen. If you would like to know more contact Amy.

## DISCOUNT IN OUR SHOPS

Did you know, all our volunteers get a 20% discount in our retail stores? All you need to do is show your ID badge. If you don't have an ID badge for your role, contact the Volunteering Team. Just show your badge to a volunteer or staff member and you will receive 20% off your purchases (excluding furniture).

So if you're out in your local high street, make sure you take your badge with you and pop into our Claire House stores and say hello to our volunteers too!



# HOW WE DO THINGS

## VOLUNTEER POLICIES

At Claire House we believe that volunteers make a significant contribution to the services we provide to Children and Young People and their families, and help us grow and develop our services and growth of the charity.

The skills volunteers have and the experience they bring can enhance and enrich the work of paid staff. Volunteers also help us widen our reach in the community.

A 'volunteer' is anyone who gives their time and skills freely without payment or expectation of payment (excluding reimbursement of out of pocket expenses).

We are committed to developing a mutually beneficial relationship between volunteers and the organisation

We acknowledge that the charity has responsibilities towards their volunteers, and similarly has expectations of volunteers.

## LONE WORKING

No volunteer should be working alone, unless previously agreed with your Line Manager. Some roles, i.e. Complimentary Therapy will require lone working when performing a therapy on a parent. If you are happy to work alone please discuss this with Line Manager at your earliest convenience, but please remember it is never mandatory.

## EQUALITY AND DIVERSITY

Claire House recognises that discrimination in the workplace in any form is unacceptable and in most cases unlawful. We have therefore adopted an equal opportunities policy to ensure all volunteers are treated fairly and without favour or prejudice. We are committed to applying this policy throughout all areas of recruitment and selection, training, development and volunteering. Any breach of the policy will lead to volunteers being asked to leave Claire House.

We will ensure that no volunteer receives less favourable treatment on the grounds of gender, gender reassignment, marriage and civil partnership, race, disability, sexual orientation, religion or belief, pregnancy and maternity or age (defined as Protected Characteristics).

If you would like to read more on any of the volunteer policies, contact Amy who will be happy to send you more details.



Should you feel there is any form of discrimination to you, or any member of the Claire House community (including staff, volunteers, supporters or families) please raise this issue with your Line Manager or a member of the Volunteer Team.



## DRESS CODE

Your appearance/personal hygiene and dress code is important in that we always portray a professional image. You are therefore required to wear neat, clean and tidy clothing, appropriate to your volunteering responsibilities in order to maintain a professional image at all times.

### For example , not acceptable clothing:

- T-shirts with advertising or inappropriate/offensive language or pictures

Should you have a query regarding the appropriate attire for your role, please contact your Line Manager, or a member of the Volunteer Team.

## SMOKING

Smoking cigarettes, cigars, e-cigs or any other smoking devices is only permitted in designated smoking areas. Smoking in any Claire House vehicle is not permitted.

## HEALTH AND SAFETY

Claire House is committed to providing a safe and healthy environment for all volunteers. You will be provided with the Claire House Health and Safety policies and procedures relevant to your volunteering task, and you will be expected to comply with all policies.

All volunteers are expected to conduct themselves in a safe manner and not to act in a way that may cause injury to themselves or others.

## SOCIAL MEDIA

We love volunteers to connect with us on Social Media, share your experience and encourage others to join Claire House. Further in this booklet you will see the variety of channels we have to connect with you.

### We also want you to help protect the good name of Claire House:

- We kindly ask that volunteers do not post disparaging or defamatory statements about Claire House, our staff, families, volunteers, supporters or anyone past or present associated with the organisation.
- Volunteers are personally responsible for what they communicate on social media. Remember that what you publish might be available to be read by others including Claire House colleagues, volunteers, future employers and social acquaintances.
- You are not permitted to record or take unauthorised photographs (including on mobile phones) of the children, young people or families in our care under any circumstances.
- You are responsible for the security settings of any social media site you use and should ensure it is set to the appropriate level if you wish to limit who can see your information
- Remember that you must respect confidentiality at all times and protect confidential information whilst volunteering at Claire House and afterwards. You should be mindful of safeguarding and data protection issues and GDPR regulations. If in doubt speak to a member of the Volunteer Team.
- If you see any content on social media that reflects poorly on Claire House, you should report it to Amy, Head of Volunteering or Hannah Shannon, Head of Communications. All volunteers are responsible for protecting our reputation.

Did you know we have a closed facebook group for our volunteers only? You can join, just speak to a member of you volunteer team for details





## SPEAKING UP

Did you know, Claire House has a team of 'Guardians'? It's their responsibility to ensure if there is any wrong doing and staff and volunteers have the courage to speak up and know that they will be supported.

It's important you are aware of this team as they are on hand to support you too.

If you see something at Claire House that you don't think is in line with the way we do things, please do seek out a Guardian to chat to.

Our Guardian team includes me, Amy Harrison. But if you don't feel comfortable talking to me, you can reach out to Lorraine Palmer or Amanda Mitchel who will be on hand to support you to Speak Up.



Should you wish to find out more about our Claire House complaints procedure, please contact a member of the Volunteer Services team.

## SORTING THINGS OUT

We know at times, there can be problems that arise that need sorting out. This could be a clash of personalities, mis-communication, or a more formal complaint. It's important that no matter how big or small the problem is, it's dealt with in a fair and timely manner.

Should you wish to make a complaint about Claire House staff, visitors or volunteer, please contact your Line Manager or a member of the Volunteer Team at your earliest convenience.

An appropriate investigation will be conducted by a member of the team and the Senior Management Team relevant to that department, all parties will be kept informed throughout the process.

Should a complaint be made regarding a volunteer, the Volunteer Team will be informed and a thorough investigation will take place.

## INSURANCE

All volunteers are covered under the Employers' Liability, Public Liability, Products Liability and Personal Accident Insurance policies taken out by Claire House.

The activities of community fundraising groups are covered by Public Liability Insurance and Personal Accident Insurance. If any activities are to be undertaken which are outside those listed on the policy, advice must be sought from the Line Manager.

## NO SHOWS TO VOLUNTEERING

We understand that life can get in the way and sometimes your volunteering may fall to the bottom of your priority list. All we ask is that if you are unable to make your volunteering placement, please do let your Line Manager know and aim to give at least 24 hours notice, so we can try to find cover.

If you do not let the team know, and this results in a no show, your Line Manager would like to understand why this has happened.

If this happens three times, it may be worth thinking about if volunteering is right for you at this time, and you may be asked to leave.

## CONFIDENTIALITY

Upon joining Claire House you will have been asked to complete a confidentiality disclaimer. This is to ensure you do not disclose any information of a confidential nature relating to Claire House or any of our associated companies.

You must not remove any documents or tangible items which belong to Claire House or which contain any confidential information from our premises at any time.

You must return to us upon request, and in any event, upon the completion of your volunteering duties, or at any time, any documentation, ID badges, keys or uniform to us which are in your possession.



## ACCIDENTS

If you have an accident whilst volunteering, please speak to your Line Manager at your earliest convenience. They will ask you to fill out an accident form and a process will be followed.

We aim to operate a safe environment for all staff and volunteers and we take Health and Safety very seriously.

If you have a near miss, or a small incident, please do inform your Line Manager as we may need to make reasonable adjustments, to aim to prevent an accident from happening in the future.

Your Head of Volunteering, Amy, sits on the Health and Safety Committee. This is headed up by our CEO, David Pastor and attended by members of our Board of Trustees.

Should you have an accident, the Board will review what happened and may need to contact you to seek future information.

Please note, we only want to make Claire House a safe environment, and if you witness anything that causes us to be unsafe, please do let the Health and Safety team know.

## DRIVING

Volunteers should first discuss their travel plans and any ex-penses which will be incurred with their Line Manager.

Wherever possible/practical and economic to do so a pool car should be used for Claire House business use. The minibus/Doblo should be used for all journeys coordinated by the Care Team to transport Claire House Children and Young People.

It is the responsibility of the volunteer using the vehicle to ensure they have a valid driving license to be covered by the Claire House insurance policy; proof is required by Voluntary Services. It is the responsibility of the volunteer and line manager to ensure Voluntary Services receives the correct information. It is a requirement for volunteers to complete the MIDAS minibus training prior to using the min-ibus.

The current insurance policy does not cover drivers under 21 years of age or over 75 years of age to use the Claire House minibus.

## CAR PARKING

If you are volunteering at our Hospice Wirral or Liverpool Hospice site, we can offer free car parking onsite in our private car park. Cars are parked at owners risk.

In our retail stores, please check with your Line Manager for the nearest car park.

If you are volunteering at an event, please check with your event manager as this may change based on the type of event.



# FINISHING TOUCHES

## EXIT PROCESS

We understand that life changes and that you may no longer wish to volunteer for whatever reason. If this happens, please do let your Line Manager or a member of the Volunteering Team know at your earliest convenience.

Once the volunteering team are informed you have left, we will send you an Exit Questionnaire in the post or via email. This can be filled in and sent back to us via email or popped in the post. You may also get a phone call from our Befrienders so you can always give your feedback over the phone.

Our aim with our Exit Questionnaires is to learn, could we have done anything differently? We find when people leave they are more honest and that's the feedback we want. We are always striving to do better and you are the best person to tell us how we can do that.

Of course, you may have been completely happy with your volunteering role, we'd love to hear that too and share the good feedback with our Volunteer Teams.

Please do complete your Volunteer Exit Questionnaire, and remember, we will always welcome a return in the future if you ever decide you would like to come back.

## REFERENCES

Volunteering is a great way to gain experience for a new job, or a career change, to build confidence and to learn something new. Should you find your volunteering has led to a job, we would be happy to be included as a referee.

You can pop my details down:

**AMY HARRISON**

Head of Volunteering

**0151 343 0883**

**[Amy.Harrison@clairehouse.org.uk](mailto:Amy.Harrison@clairehouse.org.uk)**

I will be happy to send you a professional reference. If you would like a more detailed character reference, please speak to your Line Manager, who I'm sure would be happy to help.

## ALUMNI

When a volunteer leaves us, they take with them a wealth of knowledge and experience. Whilst many of you may step down from volunteering, but want to keep an active hand in supporting Claire House. That's why we launched our Alumni Group, where you can continue to support Claire House and help us with advice, on our future projects. By joining the Claire House Alumni Group you will receive a welcome pack and every quarter, a newsletter from us, with ideas we are looking to run. You can help us to share your knowledge and make a difference to the future of Claire House. To join, just contact Amy (my details are to the left).





# THANK YOU

**FOR BEING A CLAIRE  
HOUSE VOLUNTEER**



Claire House  
CHILDREN'S HOSPICE

0151 343 0883 | [CLAIRHOUSE.ORG.UK](http://CLAIRHOUSE.ORG.UK)