



## Volunteer Rights & Responsibilities

### Rights

**The right to be treated as a co-worker . . .** not just as "free help, and not as a "prima donna."

**The right to a suitable assignment . . .** to be carefully interviewed and carefully assigned with consideration for personal preference, temperament, life experience, education, and employment background.

**The right to know as much about Angel Flight as possible . . .** its people, its programs, its events.

**The right to training for the job . . .** thorough instructions and continued guidance for the task at hand.

**The right to continuing education on the job . . .** as a follow-up to the initial training—information about new developments—and training for greater responsibility.

**The right to sound guidance and direction . . .** by someone who is experienced, well-informed, patient, and thoughtful—and who has time to invest in giving guidance.

**The right to a place to work . . .** an organized place conducive to work and worthy of the job to be done.

**The right to do meaningful and satisfying work . . .** to feel needed and part of the entire team.

**The right to be heard . . .** to feel free to make suggestions—have respect shown for honest opinions.

**The right to recognition . . .** in the form of promotion—and awards—through day-by-day expressions of appreciation—and by treatment as a bona fide co-worker.

### Responsibilities

**Be sure and convinced . . .** look into your heart and know that you really want to help other people. Offer your services only if you believe in the value of what you are doing.

**Be loyal . . .** Be a positive representative. Accept rules. Don't criticize what you don't understand—there may be a good reason. Above all, respect the confidentiality of your co-workers and the organization.

**Speak up . . .** Ask about things you don't understand. Don't coddle your doubts and frustrations until they drive you away, or turn you into a problem worker.

**Be willing to learn and keep learning. . .** training is essential to any job well done. Know all you can.

**Be respectful . . .** Confidentiality is important when working with patients. Keep personal information learned to yourself. Everyone's time is valuable. Show respect for your fellow volunteers and staff.



**Be willing to listen . . .** Be open to suggestions from others—pay attention to what they are saying. They may give you a new slant on something you thought you already knew.

**Welcome supervision . . .** You'll do a better job and enjoy it more if you are doing what is expected of you.

**Be dependable . . .** Your word is your bond. Do what you have agreed to do. Keep your promises.

**Be a team player . . .** Find a place for yourself on the team.

**Don't be a know-it all . . .** Stick to your assigned work. Offer help in other areas before jumping in.