

☀️ Charcot Therapy Centre Trainee Volunteer Welcome Pack



A warm, friendly introduction to joining our community

♥️ Welcome to the Charcot Family

We're so glad you're here. As a trainee volunteer, you're joining a community built on kindness, resilience, and genuine connection.

The Centre has been supporting people for over 40 years, and every volunteer becomes part of that story. Thank you for choosing to give your time, your energy, and your heart.

🏠 About the Charcot Therapy Centre

- We support people living with neurological and long-term conditions.
- We offer therapies including oxygen therapy, acupuncture, massage, and exercise.
- We're a warm, inclusive community where people feel seen, supported, and welcomed.
- Our values: kindness, respect, inclusion, reliability, and fun.

A little bit of history: the Centre was founded by 3 families, living with neurological conditions, whose belief in community and compassion still shapes everything we do today.

Why Volunteers Matter

Volunteers are the heartbeat of the Centre. You help create the atmosphere people love – friendly, calm, supportive, and full of good humour. Whether you're greeting members, helping sessions run smoothly, or simply offering a warm smile, you make a real difference.

Your Role as a Trainee Volunteer

You'll start by shadowing and learning at your own pace. Typical tasks may include:

- Welcoming members and helping them feel comfortable
- Supporting therapy sessions (under supervision)
- Helping with sign-ins and simple admin
- Keeping spaces tidy and safe
- Being a friendly, reassuring presence

You won't be expected to:

- Give medical advice
- Make decisions alone

Handle anything you're not trained or comfortable with

You'll always have someone to check in with.

Training & Support

We'll guide you through everything step by step:

- Introduction to the Centre and our values
- Safeguarding basics
- Confidentiality and boundaries
- Health & safety
- Shadowing experienced volunteers
- Regular check-ins to see how you're getting on

You'll never be thrown in at the deep end – we grow confidence gently.

Practical Information

Hours: flexible – we'll work around you
Dress code: appropriate, comfortable, practical, friendly
Parking & transport: details provided on induction
Breaks: tea, coffee, biscuits... always encouraged
Signing in/out: we'll show you the system
Where to put belongings: secure area available

How We Communicate

At Charcot, we:
Greet everyone warmly
Listen without judgement
Ask if someone needs help rather than assuming
Keep things calm, friendly, and respectful
Laugh together – joy is part of the therapy

What You Can Expect From Us

Support and guidance
Clear communication
A welcoming team
Training and development
Appreciation – always

What We Ask From You

Kindness
Reliability
Willingness to learn
Openness to feedback
Letting us know if you're unsure about anything

Policies (Friendly Summaries)

We'll give you the full versions, but here's the human-readable overview:

Safeguarding

We keep everyone safe. If something feels wrong, tell us – you're never alone.

Confidentiality

What you hear in the Centre stays in the Centre.

Boundaries

Be friendly, supportive, and kind – but keep things professional.

Health & Safety

We'll show you how to keep yourself and others safe.

FAQs

What if I make a mistake?

You're learning – mistakes are normal. Just ask for help.

What if I'm nervous?

Most people are at first. You'll settle in quickly.

What if I can't make a shift?

Just let us know as soon as you can.

Who do I talk to if I need help?

Your volunteer lead or any member of staff – we're all here for you.

A Final Welcome

We're genuinely delighted you're joining us. You're already part of the Charcot community, and we can't wait to see you grow into your role. Thank you for being here – you make a difference just by showing up.