



Teesside
HOSPICE

Volunteer Strategy

2025-2028

Who we are



We're changing lives across Teesside by supporting people and families who've been affected by a terminal illness.

We support around 3,000 people in Teesside each year, helping them make the most of every day. Everybody gets treated as an individual, whether it's physical, mental or emotional support they need from us.

We were founded by local people and will always be here for local people. We understand their lives, the community and culture, so are incredibly well placed to offer highly personalised levels of care.

It costs us around £18,500 each day to run all of our services, which include: a 10-bed Inpatient Unit, Wellbeing Centre, Outreach, Bereavement Services for Adults and Children and a Lymphoedema Clinic.

Our Vision

We will be there for everyone that needs us. We will change the way society and healthcare systems care for people with terminal illnesses and ensure local people get the very best care at end of life.

Our Mission

We will complement other services by leading the development of new ways of working and delivering hospice care that meets the need of those at end of life today and in the future, whatever their needs.

Our Values

Compassionate



Skilled



Trustworthy



Principled



Accountable



Our volunteer strategy

Volunteers are integral to the successful delivery of our vision, mission, and daily operations at Teesside Hospice. Their contributions enhance our ability to provide essential care and support to those in need. We've developed this strategy, focusing on the below key objectives, to enhance our volunteer experience and support the hospice's growth.

Finding the Right People

By raising awareness and growing our reach, we aim to build a diverse, passionate volunteer team that appeals to everyone and supports all areas of the hospice.

Starting Strong

We'll make sure your role is a great fit - and that you feel informed, supported, and confident from day one.

Meaningful Roles

We'll ensure you have access to a wide range of accessible, rewarding opportunities that give you the chance to make a real difference - and complement the work of our paid teams.

Keeping You Connected

We're building a culture where everyone feels valued, involved, and proud to be part of what we do.

Saying Thank You

We celebrate your time and impact, aiming to make your experience so positive you'll want to stay with us.

Always Improving

We regularly review how we work with volunteers to make sure we're meeting your needs, as well as the hospice's.



Janet's story

“We were loved, cared for, and we spent two weeks living in a bubble of loveliness.”

At Teesside Hospice, we provide specialist care to help people with a life limiting illness live as well as possible, for as long as possible. By caring for and supporting patients and their loved ones, like Janet and husband Jeremy, we can help create special moments:

“Jeremy was referred to the hospice once he’d been given a short prognosis. I didn’t want him to come, but he was very keen. He had a fear of being in pain, a fear of being uncared for, which had been our experience of the hospital system.

But within 48 hours, all of my fears were gone. We moved ourselves into Jeremy’s room and it became a home from home. The staff became extended family, we were loved, cared for, and we spent two weeks living in a bubble of loveliness.

When Jeremy’s final hours came around, he was able to spend them feeling loved, supported and peaceful. I was supported all the way through, and I felt loved just as much as he was.

I feel part of a very special family at the hospice, one that we hope we never need. None of us want to need that, but if you do need it, it is the most precious thing in the world. It gave us our two weeks of living in a bubble of loveliness, that I will carry with me forever.



Not only have the hospice provided me with Bereavement Services and therapy, they’ve also allowed me to become a greater part of their family, by being involved in some of their fundraising activities.

The hospice will always be close to our hearts now, and we are more than happy to help in any way that we can, to support them and the work they do moving forwards, and to give other people the same opportunity that we had, to have their own little bubble.”

www.teessidehospice.org

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