

OP39 Volunteer Policy

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1.0 Aim

1.1 This policy sets out the Hospice's approach to recruiting volunteers and provides guidelines on pertinent aspects of being a volunteer.

2.0 Introduction

2.1 St Raphael's values the contribution of each volunteer and is committed to training and education both within the Hospice and in the community. Volunteers undertake a variety of tasks, which complement the work of the paid staff. Without the commitment and dedication of our volunteers, St Raphael's Hospice would be unable to offer the first-class service given to its patients. Volunteers also benefit from giving their time and sharing their skills within the Hospice.

SECTION A – Becoming a volunteer

3.0 Equal Opportunities

3.1 St Raphael's Hospice seeks to involve a cross section of the local community as volunteers. The Hospice will not discriminate against current or potential volunteers on grounds of age, race, religion, creed or colour, ethnic origin, nationality, marital/parental status, sex or sexual orientation. All organisational procedures are based on these principles and apply to recruitment, selection, training, and general working practices. Consequently, all volunteers will be expected to adhere to them.

3.2 St. Raphael's strives to be an inclusive organisation and is committed to equal opportunities in our recruitment process. All applicants are given an Equality, Diversity and Inclusion Form which is voluntary. The information we collect will help us measure our performance in relation to equality and diversity and ensure our workforce is truly representative of all sections of society. Any information provided will be confidential and will not play any part of the recruitment process or shared with any external organisations. The form will take a few minutes to complete and all responses are anonymous.

4.0 Recruitment and Selection of Hospice Volunteers

4.1 All enquiries to the Hospice will be dealt with as soon as possible and generally within 5 working days. Information is available at reception whenever the volunteer service team are not on hand.

4.2 Following an enquiry all potential volunteers are either invited to a Volunteer Recruitment Session or, if deemed more appropriate, to a meeting with the most appropriate Volunteer Services Lead (VSL) or Hospice Manager when the full range of volunteer opportunities is explained. No volunteer will be expected to undertake any task or duty they feel uncomfortable with. A [Volunteer Application Form](#) and [Equal Opportunities Monitoring Form](#) are then given. Due to the vulnerable nature of our patients all applicants are required to give the names of two people who can provide character references, and who are not family members.

- 4.3 A number of Hospice Volunteers will be working with Vulnerable Adults and will be required to apply for disclosure from the Disclosure and Barring Service (DBS). In the event that there is either a positive response from the DBS or to given questions about the Rehabilitation of Offenders Act 1974 the applicant will be asked to detail their offences. Compliance with data protection legislation will be maintained. The opinion of the Head of HR will be sought before progressing with the application.
- 4.4 Following receipt of acceptable references, the applicant will be invited to attend an interview with the VSL, main Hospice and, if deemed necessary, another member of staff to ascertain the most suitable volunteer role. Any unsuccessful applicant will be contacted with reason(s) given for this decision. We will endeavour to signpost unsuccessful applicants to other organisations to which they may be more suited e.g. local hospitals, local care homes , retail shops in other charities.
- 4.5 Prior to or on their first day, volunteers will receive a volunteer pack which will include:- the Mission Statement, Universal Precautions, Health and Safety Guidelines, this OP39 Volunteer Policy, OP39a Volunteers Problem Solving Policy OP15 & OP15a Fire policy and procedures, OP42 Visitors, Identification and Buildings Access Card Control Policy, IT08 Information Governance Policy, OP06 Protecting of Confidential Information, a volunteer welcome leaflet and the volunteer agreement which the volunteer is asked to sign and return. [Note: Compassionate Neighbours volunteers will not be issued with buildings access cards]
- 4.6 New Hospice volunteers require health clearance from our online Occupational Health Service ‘Maitland Medical’. This will involve completion of a [health questionnaire](#) and, if deemed appropriate by Occupational Health, a health interview may be required. The Occupational Health Service will hold all information in strict confidence.
- 4.7 All new volunteers are taken on initially for a 12-week probation period during which time they and the Hospice staff can decide whether this is the right volunteering role for them.

5.0 Retail Volunteers –

- 5.1 All applications and enquiries will be dealt with within 5 working days. If a potential volunteer visits a site then the enquiry should be dealt with immediately and a taster session booked by the shop manager or assistant shop manager.
- 5.2 Following receipt of an online application and health assessment form, the volunteer lead for retail will arrange the taster session and send an email confirmation to the volunteer with the option to complete an online EDI questionnaire.
- 5.3 If the applicant is considered suitable they should complete (if not completed online) an application form, a health assessment form, an EDI form, sign a volunteer agreement and provide photographic ID. When all the information has been completed and ID verified, it is to be returned to the VSL for retail to process who will add relevant details to the database.
- 5.4 Minimum age for the shops, the Donation Centre, eBayers and co-pilots is 16yrs post GCSE and for van drivers is 25 years +. Van drivers must have a full UK driving licence and have held it for a minimum of 2 years.

- 5.5 For van drivers the VSL will complete a DVLA Licence check. If the check is satisfactory arrange for the applicant to meet with the Volunteer and Transport co-ordinator who will arrange a driving competency test and any other relevant training.
- 5.6 Shortly after starting in their role volunteer will receive a volunteer welcome pack which includes key information and a copy of OP39a Volunteer Problem Solving Policy.

6.0 Community Supporter Group Volunteers –

- 6.1 Unlike Hospice volunteers and Shop volunteers, who have defined duties, there is no formal interview process to be approved as a Supporter Group volunteer, who are, in essence, self-selecting by volunteering to become involved. All new Supporter Group Volunteers will complete a [Supporter Group Member Form](#) which, once completed will be processed by the Community and Youth Fundraising Manager and the data entered on Raiser's Edge. All prospective supporter group volunteers receive a set of guidelines as to the type of activities that the local Supporter Groups undertake which comprise:
 - 6.1.1 The encouragement and facilitation of fundraising by other local groups and organisations in aid of St Raphael's Hospice.
 - 6.1.2 Direct fundraising activities that the local group collectively decides it wishes to undertake.
 - 6.1.3 Local publicity and promotion, to raise public awareness of St Raphael's Hospice.
- 6.2 The Supporter Group guidelines will be approved by the Director of Fundraising and Communications and updated from time to time, and will include financial guidance as to how monies collected on behalf of the hospice must be accounted for. There will also be an approved form of ID for local supporter group members, to record and confirm that they are authorized to collect funds for St Raphael's. That ID will be approved by the Director of Fundraising and Communications and issued by the Fundraising office.
- 6.3 The Fundraising Team will compile and maintain a list of group members for each Supporter Group, and the lead member(s) for each group. They will also maintain regular contact with all groups and members.
- 6.4 A list of "Assistants" for each local group will be retained by the Fundraising Team. These are members who do not wish to be considered as full, regular Group members, but have indicated they will assist with activities from time to time, or as requested.
- 6.5 It is not expected that Group members or assistants will be required to be DBS checked or to sign any formal volunteer agreement.
- 6.6 If any Community Supporter Group member or assistant brings the charity into disrepute, or undertakes any actions that are contrary to the best interests of the charity, their name may be removed from the list of group members, subject to approval by the Director of Fundraising and Communications.

7.0 Student Placement Scheme Volunteers

7.1 The Volunteer Services Leads (VSLs) run a small student scheme where sixth form students from local schools or colleges are recruited to volunteer in supervised settings in the hospice, fundraising offices or retail warehouse in order to gain valuable experience prior to pursuing careers in nursing, medicine and allied professions. All volunteers under 18 years of age complete a Parental Consent form which is signed by the student, his/her guardian and a VSL and are given a copy of HR19 Young Person's Policy. The designated staff member will complete a [risk assessment](#) for each young person placed.

8.0 Volunteer Student Counsellors

8.1 St Raphael's Hospice offers bereavement counselling placements to final year counselling/psychotherapy students as well as those post-qualification hoping to gain experience in the field. We have capacity to work with 8-10 volunteer counsellors annually and the commitment period is a minimum of 12 months. We recruit only from students attending BACP or UKCP Accredited Training Courses and those qualified must be BACP or UKCP Members. Historically, there has been no need to advertise as the high volume of students in London and the south of England means that students approach the hospice directly with placement enquiries.

8.2 Recruitment/interviewing of volunteer student counsellors is undertaken by the Clinical Lead and Head of Department for Psychological Support Service who also acts as the Clinical Supervisor. The Line Management of the placement is the responsibility of the VSL - main Hospice .

8.3 To ensure the safety of service users and the student/volunteer counsellor, criteria for a confirmed placement are as follows:

8.3.1 To be seen and recorded - Confirmation of Training Course Provider (with BACP/UKCP Accredited Course Status), 'Fitness to Practice' Certificate provided by each student's course provider, BACP Student Membership number and Expiry Date, BACP Membership number and Expiry Date for counsellors already qualified along with confirmation of Member Status, Proof of qualification, CV, 2 References, full and enhanced DBS check.

8.4 Support for the Volunteer/Student Counsellors includes fortnightly group clinical supervision, thorough departmental and organizational induction, online mandatory training modules (to be updated annually), production of college placement reports for students and clinical supervision reports for those applying for BACP Accred. Status.

9.0 Age

9.1 St Raphael's Hospice will consider volunteer applications from applicants over the age of 16 and post GCSE studies. There may be age restrictions for certain roles, which may be through statutory regulation or insurance purposes.

9.2 Placement depends on the suitability, health and fitness of the applicant. Because of the delicate nature of our work and the frailty of our patients we recruit volunteers within the Hospice over the age of 18 years unless part of the above sixth form student scheme.

- 9.3 There must always be one member of staff present in a shop when a young person is undertaking a volunteer role.

10.0 Staff volunteers

- 10.1 Staff members may volunteer at the Hospice in their own free time but not usually in the same role that they have worked in paid employment. Bank staff will not usually be taken on for any bank volunteer role to avoid conflict with rotas. Usually staff will volunteer at fundraising events at evenings or week-ends. Retired staff members are welcome to apply but placement will not usually be in the department from which they have retired. Placement is at the discretion of a VSL with the agreement of departmental and senior staff.

11.0 Bereavement

- 11.1 No volunteer who has experienced the bereavement of a close relative or friend within the previous 2 years will be taken on to volunteer in the Hospice unless sanctioned by a VSL. There is no restriction in the Hospice Shops or for Community Supporter Group Volunteers.

SECTION B - Guidelines

12.0 Role Descriptions

- 12.1 It is the responsibility of the VSLs to ensure that there are guidelines for all volunteer duties. Volunteer role profiles will be provided with additional volunteer role descriptions provided for hospice-based roles. These profiles and descriptions will be made known to the relevant volunteers at interview.

13.0 Training and Supervision

- 13.1 All volunteers working in the Hospice will receive adequate training and development opportunity to enable them to carry out their duties in a safe manner. Training will be initiated by the respective VSL and will be ongoing in the form of:

13.1.1 Induction into organisation and relevant department and feedback.

13.1.2 Practical Demonstrations

13.1.3 Support Meetings

13.1.4 Group Work

13.1.5 Shadowing

13.1.6 Induction into respective role

13.1.7 Study Days.

- 13.2 Daily supervision of volunteers however lies with the senior staff member of the department or shop in which the volunteer will be based. A role description, induction

checklists and details of volunteer support and training will be provided to respective senior staff to share with the new volunteer.

- 13.3 Ultimate responsibility for all volunteers lies with the two respective VSLs (Hospice & Retail) and our Wellbeing Services Lead Any change to the volunteer role will be fully discussed with the staff and volunteer.

14.0 Confidentiality

14.1 Volunteers' personal details are held by the respective VSL either manually or in electronic format, and consequently are subject to the provisions of the Data Protection Act. Personal details are only available to members of staff who need that information and any request for details will only be passed on with the volunteer's consent. All paper records are secured at night and access to computer records is password protected.

14.2 Patients and their families have the right to have information pertaining to them held in the strictest confidence. Patients come to the Hospice at a particularly vulnerable time in their lives. They must be assured that conversations and information concerning them will not be accessible to anyone who is not directly associated with their care.

14.3 Volunteers may have access to information of a confidential nature. Such information may be about patients, their families, and members of the Hospice staff, other volunteers or different aspects of the Hospice's business. All volunteers are required to protect the confidentiality of this information and must not disclose it to anyone other than in the proper course of their duties.

14.4 Every volunteer, when signing the volunteer agreement form, signs to say that they fully understand the rules on confidentiality and information security. Discussion about patients and their families will be restricted to and held within the care team. Volunteers will be given sufficient information to allow them to perform their work safely, but they will not receive any information that does not pertain to the job in hand.

14.5 Any public relations work carried out by volunteers to external audiences will not contain any information by which a patient may be identified unless the patient and their family have given their consent and this is recorded appropriately.

14.6 All copyright of written and other creative works created by a volunteer, whilst working at the hospice is owned by the Hospice.

15.0 Health and Safety

15.1 The Health and Safety regulations appropriate to each volunteer role mirror those laid out in the Hospice policy documents covering: -

- OP16 Health and Safety.
- OP15 Fire
- OP38 Violence at Work
- CLIN12 Safeguarding Adults
- OP01 Incident & Near Miss Reporting (Inc. First Aid).
- OP18 Manual Handling.
- OP21 No Smoking, Alcohol and Substance Abuse in the Workplace.
- OP40 Waste Management
- OP17 Lone Worker
- HR19 Young Persons

15.2 Volunteers are made aware of these policies at induction. The aim of the Hospice is to ensure that the health and safety of any person on the premises is not put at risk by any action or default on the part of the Hospice, its staff or volunteers. All volunteer roles are risk assessed and assessments held by the respective VSL. However, volunteers must be responsible for their own safety. They have the responsibility to report any potential hazard to the person in charge. All accidents, incidents or near misses should be reported immediately to the doctor on duty and the most senior nurse on duty or shop manager and DATIX completed ([OP01 Incident & Near Miss Reporting Policy](#)). Volunteers are informed of the first aiders on duty and lists are displayed throughout the Hospice, in 759 London Road and the Fundraising Office. Each shop has its own first aid kit and a person trained in first aid.

15.3 Support is available for volunteers in stressful situations, being provided by senior staff including the respective VSL, the Shop Manager, the Commercial Director or, in certain circumstances, a member of the psychological support services team. This is fully explained at interview and whenever necessary.

16.0 Insurance

16.1 All Volunteers working for the Hospice are insured, in the same way as paid staff, for the role they are undertaking. Basic insurance covers both employers liability and public liability. If volunteers go beyond agreed boundaries they will not necessarily be covered by this insurance.

17.0 Gifts to Volunteers

17.1 Hospice volunteers should never receive any payment for their services to patients or relatives. Casual gifts offered by patients or their families should be politely but firmly declined and the respective VSL informed. If pressed, the patient or relative should be advised that they can give a donation to the Hospice directly either using the collection boxes or giving a sealed envelope to the Fundraising office. Trivial articles such as calendars, diaries and chocolate need not be regarded as subject to this rule, but, in any case of doubt, the respective VSL should be consulted.

18.0 Expenses

- 18.1 Expenses are generally given to volunteers who have paid out for an item used in the Hospice, with this having been previously agreed with a senior member of the Hospice staff and on the volunteer's production of the original receipt. Travel expenses are offered to every Hospice and retail volunteer on the volunteer's production of the relevant receipt. Expense forms must be sanctioned by the respective VSL and submitted on 15th of each month. Mileage is paid at a rate of 45 pence per mile.
- 18.2 Volunteers do have two concessions: -
- Volunteers are allowed a discount on any purchase from a Hospice shop.
 - Refreshments are offered to all volunteers .

19.0 Problem Solving (OP39a Volunteers' Problem-Solving Policy)

- 19.1 If any volunteer has an issue, problem, concern or complaint they should first try to settle the matter with the individual concerned. If this is not possible or they are not comfortable doing so then they should seek help from their respective VSL. If a problem / concern persists or they do not wish to discuss it with the VSL then they are able to raise their problem / concern in accordance with the Hospice's [OP39a Volunteers' Problem Solving policy](#).
- 19.2 If there is an issue with a volunteers' performance, there will initially be a discussion between the volunteer, the respective VSL and the Head of Department (line manager). However, if there is any disagreement about the issue raised, the final decision regarding whether a volunteer is asked to leave or change duties will be made by the respective VSL. In the case of Bereavement Support Volunteers, the Clinical Lead, Psychological Support Services and the main Hospice VSL will make the final decision.

20.0 Health and Ability to Work

- 20.1 All volunteers must inform the Hospice if their health deteriorates and affects their ability to perform their volunteer role. Any volunteer in the Hospice who has been off sick for more than 8 weeks or has had a serious operation will be required to contact the Occupational Health Service which will assess their fitness to return to their volunteer role. If it is felt that a volunteer's ability to carry out his/her duties in the Hospice is impaired by either age or illness, an assessment will be made by the respective VSL in conjunction with the manager in whose area the volunteer works. The final decision as to whether or not to ask a volunteer to leave or to move to new duties will be taken by the respective VSL.

21.0 Forms

- 21.1 Forms referred to in this policy can be found at [N:\FORMS\Volunteers](#). Alternatively, contact the respective VSL for copy.