

Policy Document Control Page

Title

Title: Volunteering Policy

Version: 5

Reference Number: HR26

Keywords:

(please enter tags/words that are associated to this policy)

Supersedes: V4

Description of Amendment(s):

- Section 3: Responsibilities - Executive responsibility changed to Director of Nursing and Allied Health Professionals
- Section 5: Definition of volunteering - updated
- Section 6: Age parameters – reduced to 16 where appropriate but not on inpatient wards/units
- Section 10: ID Badges – included responsibility to return when leaving the Trust
- Section 11: Training – ongoing CEST responsibility of Service Directors
- Section 16: Work Placement – removed

Originator

Originated By: Lynette Whitehead

Designation: Senior PALS Officer/Volunteer Service Manager

Equality Impact Assessment (EIA) Process

Equality Relevance Assessment Undertaken by:

ERA undertaken on:

ERA approved by EIA Work group on:

Where policy deemed relevant to equality-

EIA undertaken by: Lynette Whitehead

EIA undertaken on: 20/02/15

EIA approved by EIA work group on:

Approval and Ratification

Referred for approval by: Zoe Molyneux, Lead for Integrated Governance – Mental Health

Date of Referral: 06/11/15

Approved by: Zoe Molyneux, Lead for Integrated Governance – Mental Health

Approval Date: 06/11/15

Date Ratified by Executive Directors: 14th December 2015

Executive Director Lead: Director of Nursing

Circulation

Issue Date: 15th December 2015

Circulated by: Performance and Information

Issued to: An e-copy of this policy is sent to all wards and departments

Policy to be uploaded to the Trust's External Website? Yes

Review

Review Date: November 2018

Responsibility of: Lynette Whitehead

Designation: Senior PALS Officer/Volunteer Service Manager

This policy is to be disseminated to all relevant staff.

This policy must be posted on the Intranet.

Date Posted: 15th December 2015

VOLUNTEERING POLICY

1. INTRODUCTION

- 1.1 Volunteers play an important role within the Trust, their contributions enable the Trust to enrich and extend the range of services offered to patients, their relatives and carers.
- 1.2 This policy is intended to provide a consistent framework for the use of volunteers within the Trust and covers volunteer placements arranged by the Trust itself or through a Voluntary Group.
- 1.3 The policy should be used in conjunction with the Trust's policies and procedures, including the Equal Opportunities Policy; Health and Safety Policy; Diversity Policy; Confidentiality Policy; Reimbursement to Volunteers Policy and Conduct, Volunteer and Volunteer Supervisor Handbooks
- 1.4 This policy is strengthened by the Volunteer Operational Policy which can be obtained from the Trust's Volunteer Service

2. STATEMENT OF INTENT

- 2.1 The Trust recognises the important role that voluntary assistance plays in complementing its staff and supports and encourages the efforts of the voluntary sector.
- 2.2 The purpose of voluntary services is a two way process; that of helping to meet and enhance the care of patients, their relatives and carers and to provide an avenue for members of the community to offer their services.
- 2.3 Volunteers provide a service to patients, their relatives and carers. Their role is complementary and not a substitute for paid staff. Volunteers will not, in any circumstance, undertake the duties associated with vacant posts.
- 2.4 To safeguard the interests of our client group, volunteers will not be permitted to become involved in their treatment or their intimate care.
- 2.5 Confidentiality is paramount and full details are set out in our relevant policy. However, all volunteers will be required to sign the Volunteer Agreement thereby committing to their responsibility not to divulge information on staff, patients, their relatives or carers or the business of the Trust that they might have access to during their placement.
- 2.6 Volunteer placements arranged directly by the Trust will be coordinated by the appropriate Service Director who will have responsibility for the recruitment and selection, induction, registration, on the job training and support of the volunteer within their borough. This will be done within the overall guidance of the Trust's policies and procedures.

- 2.7 Voluntary Groups that provide help within the Trust (e.g. Age Concern, Red Cross and League of Friends) are jointly responsible for volunteers working on specific projects, which have been arranged between the Voluntary Group concerned and the Service Director. In such arrangements, the Voluntary Group and the Service Director have joint responsibility for assessing the suitability of applicants. Induction, registration, on the job training and support of the volunteer is the responsibility of the Voluntary Group. New projects will be agreed between the relevant Voluntary Group and the appropriate Service Director. In such arrangements there will be a Memorandum of Understanding (up to date version available from the Volunteer Service) between the Trust and Voluntary Group.
- 2.8 The Trust expects that staff at all levels will work positively with volunteers and will actively seek to involve them in their work.
- 2.9 Volunteers will be given enjoyable and satisfying work, which will aid their personal development.

3. RESPONSIBILITIES

- 3.1 The Director of Nursing and Allied Health Professionals has executive responsibility for volunteers within the Trust and will report to the Trust Board.
- 3.2 The Trust recognises the value of separate voluntary groups, some of which constitute a substantial volunteer service and actively encourages and recognises their autonomy. Each separate Voluntary Group will nominate a Volunteer Coordinator who will coordinate their volunteers' activities and communicate with the Service Director.
- 3.3 It is the Volunteer Service Manager's responsibility to issue all volunteers with a Volunteer Agreement covering the duration of the placement, which will include a description of their duties and provide them with a named supervisor. This will describe the duties and responsibilities of the volunteer and the Volunteer Service Manager is responsible for ensuring that the volunteer reads, understands and signs it.
- 3.4 The Volunteer Service Manager should ensure that the volunteer, the named supervisor and the line manager of the service/department/ward where the volunteer is placed, are aware of their responsibilities towards each other. The Service Director should also ensure that the volunteer adheres to the duties described in the Volunteer Agreement.

4. SCOPE OF THE POLICY

- 4.1 The policy applies to all volunteers working within the Trust, whether they are arranged directly by the Trust or through a Voluntary Group.

5. DEFINITION OF VOLUNTEERING

- 5.1 Volunteering is an important expression of citizenship. Volunteers commit time and energy for the benefit of society and the community they choose to serve. Volunteering can take many forms and is freely undertaken and not for financial gain.
- 5.2 Volunteering is about choice, diversity, mutual benefit and recognition.
- 5.3 A Volunteer is a worker within the Trust who gives of their time freely and does not receive payment for that work

6. AGE PARAMETERS

- 6.1 The Trust welcomes volunteers from age 16. However, in line with Child Safeguarding policy volunteering on inpatient wards/units the minimum age limit is 18. There is no upper age limit of volunteers. The Trust will endeavour to take all necessary action to ensure that discrimination does not occur because of age.

7. REGISTER OF VOLUNTEERS

- 7.1 The Volunteer Service Manager is responsible for populating and maintaining the Trust Register of Volunteers. The Register will include appropriate information such as personal details, emergency contact details, the number of hours committed, service area and named supervisor.
- 7.2 All information held on volunteers will be kept in line with Caldecott principles and subject to the Data Protection Act. It is the responsibility of the Service Director to ensure that volunteers are made aware of their rights to view information held by the Trust, under the Freedom of Information Act.
- 7.3 The Volunteer Service will undertake regular data cleansing to endeavour to maintain accurate information held on volunteers

8. RECRUITMENT, SELECTION AND PLACEMENT OF VOLUNTEERS

- 8.1 The Trust will encourage the role of Voluntary Groups by ensuring that contact is made with the local community to develop relationships with interested groups and to identify individuals who may wish to undertake voluntary activities within the Trust.
- 8.3 The Volunteer Service Manager is responsible for ensuring that there are consistent high standards in recruitment, selection and placement of all volunteers within the Trust.
- 8.4 All volunteers must complete the Volunteer Application form and will be required to undergo an interview to determine their suitability for the

placement. This will be carried out in line with the Volunteer Interview Protocol.

- 8.5 Prior to commencement of the placement, the volunteer will need to undergo two reference checks, a Disclosure and Barring Service (DBS) check where appropriate, complete an Occupational Health Questionnaire and where necessary attend an Occupational Health appointment.
- 8.6 Prior to commencement of the placement, the volunteer will be required to sign a volunteer agreement which includes a confidentiality statement.
- 8.7 Volunteers may be introduced to a service/department/ward for a trial period. During this time the senior management of the service/department/ward will have the opportunity to ascertain the suitability of the volunteer placement.
- 8.8 During a volunteer placement, responsibility for daily supervision lies with the supervisor nominated by the Service Director.
- 8.9 If during a volunteer placement, issues regarding the conduct or capability of the volunteer arise, these will be dealt with in accordance with the Volunteer Problem Solving Procedure.
- 8.10 Volunteers will be made aware of and be expected to comply with all Trust policies and procedures relevant to their placement.

9. SCREENING OF VOLUNTEERS

- 9.1 Prior to commencement of the placement, the volunteer will need to undergo two reference checks and a Disclosure and Barring Service (DBS) check if appropriate. The Trust Volunteer Coordinators are responsible for ensuring that an Occupational Health Questionnaire is completed prior to an Occupational Health assessment where necessary.
- 9.2 Under the Rehabilitation of Offenders Act (1974) Exemption Act, volunteers are required to declare all previous criminal convictions. This information will be confidential and will not necessarily prejudice the volunteer being accepted for a placement. The volunteer has a duty to inform the volunteer co-ordinator of any subsequent convictions.

10. IDENTITY BADGES

- 10.1 Volunteer Coordinators will ensure all volunteers will be issued with an identity badge and volunteer lanyard and will be required to wear it at all times when working in their capacity as a volunteer.
- 10.2 Service Directors will ensure identity badges are retrieved from volunteers who leave the Trust and that they are returned to the Volunteer Service for appropriate disposal.

11. INDUCTION PROGRAMME AND CORE & ESSENTIAL SKILLS TRAINING

- 11.1 In addition to the Trust volunteer induction, the Service Director is responsible for ensuring that all volunteers undertake a local induction programme (up to date version available from the Volunteer Service). This will include making each volunteer aware of the relevant aspects of the service/department/ward structure; relevant local and Trust policies and procedures; lines of communication; Health and Safety; confidentiality; child protection and any other relevant information.
- 11.2 The Service Director is responsible for ensuring volunteers access ongoing Core and Essential Skills Training (up to date version available from the Volunteer Service) and that this is recorded with the Organisation, Learning and Development Department.

12. ONGOING HEALTH SUPPORT

- 12.1 The Service Director is responsible for facilitating the referral to the Occupational Health Department if the supervisor or volunteer feels that this would be beneficial.

13. INSURANCE

- 13.1 In accordance with the requirements of the NHS Litigation Authority, all volunteers will be indemnified through the Trust's insurance arrangements at all times when carrying out their duties as a volunteer.
- 13.2 Volunteers using their own vehicle as part of their voluntary work are responsible for confirming that this use is covered by their own insurance policy.

14. EXPENSES

- 14.1 Volunteers will be paid out of pocket expenses in line with Trust policy on reimbursement to volunteers.
- 14.2 The cost of volunteer expenses falls to the appropriate service area budget.
- 14.3 Volunteers will be issued with bank details forms by the volunteer coordinator. The volunteer should forward these to the Accounts Payable Department before any expense claims are made.
- 14.4 Expense forms by their supervisor or volunteer coordinator and are responsible for completing them on a daily/weekly basis as appropriate. Service Directors are responsible for approving all expense forms.
- 14.5 Accounts Payable are responsible for the reimbursement of expenses by bank transfer.

16. COMMUNITY SCHEMES

- 16.1 Candidates undertaking the Duke of Edinburgh Award or other proficiency schemes within an organised youth programme, may be accommodated by the Trust for their community service placement as appropriate.

17. RECOGNITION AND LONG SERVICE

- 17.1 The Trust values the significant contribution made by volunteers and in order to highlight particular noteworthy projects or long service, the Service Director will bring such achievements to the attention of the Trust Board by contacting the Volunteer Service Manager.

18. EQUAL OPPORTUNITIES

- 18.1 Pennine Care NHS Foundation Trust is committed to making equal opportunities a natural and integral part of its practices and policies, thereby ensuring that no volunteer or potential volunteer suffers less favourable treatment relating to any protected characteristics.
- 18.2 Cases of discrimination will be dealt with fairly, confidentially and in accordance with the appropriate Trust policies.

19. COMMUNICATION

- 19.1 The Service Director, with the Volunteer Service Manager and the Volunteer Coordinator, will ensure that adequate channels of communication are established to enable staff and volunteers to enhance their working relationships, identify possible problems and to support the commitment of volunteers.
- 19.2 Voluntary Groups will also be encouraged to contribute to discussions in relation to the Volunteer Policy and practice.

20. POLICY REVIEW

- 20.1 This policy will be subject to regular review and will be updated to reflect any changes in volunteer involvement. It is the responsibility of the Service Directors to ensure that volunteers are made aware of it as part of their induction.

Date of next review: November 2018