DOCUMENT CONTROL	
Title:	**Recruitment and Management of Volunteers Policy**
Version:	**6**
Reference Number:	**HR026**

Scope:
The policy applies to all voluntary activity within the Trust, whether they are arranged directly by the Trust or through a voluntary group.
Purpose:
The purpose of this document is to describe the roles and responsibilities for the recruitment, selection, placement and management of volunteers whether they are arranged directly by the Trust or through a voluntary group.
Requirement for Policy
Best Practice
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Supersedes:
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Full review and rewrite, including Lampard Review and NHS England Best Practice
Owner:
PALS/Volunteer Service Manager – Lynette Whitehead
Individual(s) & group(s) involved in the Development:
This document has been developed in collaboration with the following interested parties: • PALS and Volunteer Service Manager – Lynette Whitehead • Volunteer Coordinator – Allison Byrne
Individual(s) & group(s) involved in the Consultation:
The document has been circulated for consultation and comments have been taken into consideration and the document amended accordingly: • 30 Day Consultation with all Staff

Equality Impact Analysis:	
Date approved:	19th November 2018
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Review:	
Next review date:	February 2022
Responsibility of:	PALS/Volunteer Service Manager

Other Trust documentation to which this policy relates (and when appropriate should be read in conjunction with):

CO081	Core and Essential Skills (Mandatory Training) Policy
CO044	Information Governance Policy
HR038	Disclosure and Barring Service Policy
HR043	Induction Policy
CL122	Safeguarding Families Policy

Policy Associated Documents:

TAD_HR026_01	Volunteer Problem Solving Procedure
TAD_HR026_02	Volunteer Agreement
TAD_HR026_03	Expense Claim Form

Other external documentation/resources to which this policy relates:	
	Recruiting and retaining volunteers guidance – NHS Employers
	Best Practice Guidance – National Association of Voluntary Service Managers (NAVSM)
	Investing in Volunteers Standards for Volunteer Management

CQC Regulations

This Policy supports the following CQC regulations:

Regulation 18	Staffing
Regulation 19	Fit and proper persons employed

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1.   INTRODUCTION

Volunteers come from all walks of life and all sectors of society. They bring a wealth of personal experience, skills and interests to organisations and their value is widely recognised in the UK, by the Government and employers.

There is no legal definition of a volunteer; however, the most commonly understood and widely used definition of volunteering is from the Compact and Code of Good Practice, Home Office, London 2005: "an activity which involves spending time, unpaid, doing something that aims to benefit the environment, individuals or groups other than (or in addition to) close relatives."

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.

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.

This policy is strengthened by the Volunteer Operational Policy which can be obtained from the Trust's Volunteer Service.

2.   PURPOSE

To ensure the management of volunteer recruitment and volunteering activity is safe and meets standards set out by NHS England and other nationally recognised agencies i.e. National Association of Voluntary Service Managers (NAVSM), Investing in Volunteers (IiV) and National Council for Voluntary Organisations (NCVO). The policy also ensures both the service and volunteer are adequately prepared for the volunteering activity.

3.   RESPONSIBILITIES, ACCOUNTABILITIES AND DUTIES

The Volunteer Service Manager is responsible for:

Promotion of volunteering roles within the Trust
- Support services to develop and offer meaningful volunteering roles
- Recruitment and selection of volunteers
- Ensuring volunteers and services are placement ready (with all relevant checks suitably completed)
- Complete new starter reviews (after first six weeks and on-going as necessary)
- Provide on-going support to volunteer and service (including any problem solving)
- Ensuring volunteering activity is recognised and rewarded

The Service Manager is responsible for:

- Providing meaningful volunteering roles and supporting the selection of volunteers.
- Identifying supervisors and informing the volunteer service of any changes.
- Ensuring any agreed volunteer expenses are processed.
- Ensuring local induction programme is completed along with on-going core and essential, and other relevant training.
- Ensuring regular supervision occurs (and is recorded) that addresses the support needs for the volunteer to undertake their role.
- Utilising the volunteer service for any problem solving that cannot be resolved locally.
- Ensuring the volunteer adhere to the agreed role outline.
- Informing the volunteer service if volunteers become inactive or leave.
- Informing the volunteer service of changes in service provision.

Duties

Further to the responsibilities identified, the Volunteer Service will ensure appropriate recruitment checks are completed satisfactorily. These include:
- Application form
- Criminal Record Checks (i.e. DBS)
- Two references (where relevant this will include a reference from clinical service)
- Occupational Health
- Interviews
- Initial Corporate induction
- Volunteer Agreement
- Handover to service
- Complete new starter review

The service area will:
- Sign off volunteer handover documentation
- Ensure local induction is completed with volunteer
- Support new starter review
- Provide ongoing support to volunteer
- Ensure CEST, and other relevant training, is accessed and maintained
- Ensure volunteer feels valued and part of the team

Accountability

The Volunteer Service manager is accountable to the Executive Director of Nursing, Healthcare Professionals & Quality Governance via the Associate Director of Quality Governance.

Service Managers have responsibilities as described above and are accountable to Service Directors via Borough line management structures.

4.   BENEFITS OF VOLUNTARY ACTIVITY

The benefits of voluntary activity can be three fold. Feedback has told us:

- Those who undertake volunteering roles can gain new skills, knowledge and experience as well as opening up social networks. Some volunteers also advise, it has improved their health and wellbeing and led to opportunities which include further education and employment.

- Service users and carers who receive support from volunteers say they feel that volunteers can relate to their circumstances, give time to listen and are fair and understanding.

- Staff within service areas which have volunteers tell us volunteers are an important part of the Trust as they can offer knowledge and experience as well as bringing diversity and a positive impact to service users.

5.   SCREENING

The screening of volunteers is described as part of section 3 in the roles and responsibilities.

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 service of any subsequent convictions.

6.   AGE PARAMETERS

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.   VOLUNTEER DATABASE

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.

All information held on volunteers will be kept in line with Caldicott principles and subject to the General Data Protection Regulations (GDPR) and Trust policies.

8. INSURANCE

In accordance with the requirements of the NHS Resolution, all volunteers will be indemnified through the Trust's insurance arrangements at all times when carrying out their duties as a volunteer.

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.

9. IDENTITY BADGES

The Volunteer Service will ensure all volunteers are issued with an identity badge and volunteer lanyard. Volunteers are required to wear it at all times when acting in their capacity as a Trust volunteer.

Service managers will ensure identity badges are retrieved from volunteers who leave the Trust and that they are returned to the Volunteer Service for appropriate disposal.

10. EXPENSES

Volunteers will be paid out of pocket expenses for their travel to and from their voluntary Placement.

The cost of volunteer expenses falls to the appropriate service area budget.

Volunteers should complete expense forms on a weekly basis. Supervisors are responsible for ensuring that the expense forms are signed by the authorised budget signatory. Completed and signed expense claim forms should be forwarded to the Trust's Accounts Payable department. (Volunteers do not use the 'staff' online system).

11. RECOGNITION AND LONG SERVICE

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

12. COMMUNICATION

The Service Director, with the Volunteer Service Manager and the Volunteer Service, 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.

13.   PROBLEM SOLVING

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.

14.   EXTERNAL VOLUNTARY PARTNERSHIPS/SUPPORT

A Memorandum of Understanding (MoU) will be completed with external organisations offering voluntary (free of charge) support to services that is not covered by a contract or service level agreement.

The Volunteer Service will ensure these are completed and hold a central copy. The Volunteer Service will liaise with external organisations and service areas to review and update MoUs as required.

15.   EQUALITY IMPACT ANALYS

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.

Cases of discrimination will be dealt with fairly, confidentially and in accordance with the appropriate Trust policies.

As part of its development, this document was analysed to consider / challenge and address any detrimental impact the policy may have on individuals and or groups protected by the Equality Act 2010. This analysis has been undertaken and recorded using the Trust's analysis tool, and appropriate measures will be taken to remove barriers and advance equality of opportunity in the delivery of this policy / procedure.

16. FREEDOM OF INFORMATION EXEMPTION ASSESSMENT

Under the Freedom of Information Act (2000) we are obliged to publish our policies on the Trust's website, unless an exemption from disclosure applies. As part of its development, this policy was assessed to establish if it was suitable for publication under this legislation. The assessment aims to establish if disclosure of the policy could cause prejudice or harm to the Trust, or its staff, patients, or partners. This assessment has been undertaken using the Trust's Freedom of Information Exemption Guide, and will be reviewed upon each policy review.

17. INFORMATION GOVERNANCE ASSESSMENT

This Policy has been analysed to ensure it is compliant with relevant information law and standards as in place at the time of approval, and are consistent with the Trust's interpretation and implementation of information governance components such as data protection, confidentiality, consent, information risk, and records management.

Compliance will be reviewed against any changes to legislation / standards or at the next review of this document.

18. SAFEGUARDING

All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.

All staff should refer any safeguarding issues to their manager and escalate accordingly in line with the Trust Safeguarding Families Policy and Local Safeguarding Children/Adult Board processes.

19. MONITORING

The effective application of this policy, including adherence to any standards identified within will be subject to monitoring using an appropriate methodology and design, such as clinical audit.

Monitoring will take place on a bi-annual basis and will be reportable to the Quality Group via the Clinical Effectiveness and Quality Improvement Team.

20. REVIEW

This policy will be reviewed three-yearly unless there is a need to do so prior to this; e.g. change in national guidance.

21. REFERENCES

Equality Act 2010

Freedom of Information Act 2000

Rehabilitation of Offenders Act (1974) Exemption Act

National Council for Voluntary Organisations (NCVO)