



Volunteer Policy

Introduction

Hospice Hope exists to support the people of North West Leicestershire cope with the practical and emotional issues which can arise following the diagnosis of a life limiting condition.

We rely on volunteers to deliver many of our services to guests, and without them Hospice Hope would not be able to reach as many people who are in need of our support. A Hospice Hope volunteer is someone who freely chooses to give their time to undertake tasks and activities to help Hospice Hope achieve its aims and deliver its services, without payment or the expectation of payment. The arrangement is voluntary on either side. Either party can bring this to an end.

The Volunteer Policy identifies and sets out the principles by which Hospice Hope works with volunteers and its standards referring to recruitment, induction and appointment.

Arrangements between Hospice Hope and the volunteer are binding in honour only and there is no intention to create legal relationships.

Who the policy applies to

The policy will be provided to all Hospice Hope volunteers.

Policy

Hospice Hope recognises that volunteers are an invaluable resource in helping to meet its aims. They bring a wealth of expertise, knowledge, experience and skills to Hospice Hope, and deliver much of our work with guests. Volunteers also provide contacts and networking opportunities that help promote and raise the profile of Hospice Hope and offer specialist knowledge in a variety of areas. Hospice Hope value this knowledge and experience and will value the input of our volunteers when considering and reviewing relevant strategies and policies.

Hospice Hope aims to attract a diverse range of volunteers with the skills and experience to help us deliver our work and achieve our aims.

Working with Hospice Hope provides the opportunity to make a difference to the lives of our guests, personal development opportunities and experiences that

may enhance future career development, networking opportunities and social interaction.

Hospice Hope has a number of set and defined principles and processes with regard to a range of areas and aspects that underpin volunteer involvement in its activities. These are outlined below.

Recruitment

Hospice Hope seeks to recruit volunteers from a diverse range of backgrounds that reflect the makeup of the local community. We will use appropriate means to advertise locally for volunteers that take into account our Equality and Diversity Policy.

Prospective volunteers will be required to complete an application form. Help with this is available if required. The applicant will then be invited to interview with the appropriate member of Hospice Hope, following this the two references asked for will be taken up. An enhanced DBS check will be taken up for all successful applicants before they are able to begin volunteering with Hospice Hope.

For volunteers undertaking certain roles, we will also ask to see copies of appropriate insurance documentation, if required. E.g. volunteer drivers

Induction and training

Each volunteer will have induction training, prepared and delivered at an appropriate time. This will include:

- An introduction to the organisation, and information about staff and services
- The role of the volunteer
- Information about Health & Safety, equality and diversity, confidentiality and other relevant Hospice Hope policies and procedures
- Other information as appropriate

In addition, each volunteer will have:

- A named contact within Hospice Hope to whom they are responsible
- A written role description
- A copy of the Hospice Hope Volunteer Handbook, containing relevant policies and other information
- A photo-identity badge is issued which must be worn when volunteering for Hospice Hope

After completion of the DBS process, a volunteer will attend either Hope House or a Support Café when they will be required to read and sign a Confidentiality Agreement before they begin their first volunteer session.

There will be an introductory period of 3 months to give Hospice Hope and the volunteer the opportunity to discover if they are suited to each other. If any issues arise at the end of this time, then appropriate, mutually agreed action will be taken.

Management and Support of Volunteers

Each volunteer will be provided with relevant support. This will include regular, informal conversations with your named contact. If any volunteer has any issue or problem with the requirements of their role, the named contact will be available to discuss the situation and to report back to trustees if any action is required to be taken.

Hospice Hope will also provide appropriate processes and occasions to celebrate volunteers and their work.

In certain roles, volunteers will also be invited to team meetings to get together with other volunteers and discuss relevant issues.

Where possible, volunteers will have the opportunity to access further training specific to the roles they are performing.

Volunteers cannot commit Hospice Hope to expenditure, for example events, contracts or expenses (other than those incurred during the course of their work for Hospice Hope and which have had prior approval).

Leaving Hospice Hope

Volunteers are free to cease volunteering with Hospice Hope at any time, although, wherever possible, an agreed period leading up to this would be helpful in order to give Hospice Hope time to make any alternative arrangements required. If volunteering at a Support Café, the leader should be informed and if at Hope House, the Care Services Manager should be informed.

It is possible that there may also be times when Hospice Hope will ask a volunteer to cease volunteering for various reasons. There will be a managed process for volunteers leaving Hospice Hope, regardless of the reasons why. This will include appropriate thanks for the role carried out.

Expenses

Hospice Hope values our volunteers and seeks to remove barriers to volunteer involvement. Out-of-pocket expenses will be reimbursed where required. If expenses are required, our expenses claim form can be obtained from our treasurer and counter-signed for approval by your named contact. The treasurer can be contacted for an expenses form by email to finance@hospicehope.org.uk

Health and Safety

Hospice Hope has a responsibility to ensure a safe environment for volunteers carrying out work on behalf of the organisation. Hospice Hope's Health and Safety Policy will

be available for all volunteers to read. In addition, all volunteers will be made aware of fire exits in the building where they are volunteering, where fire extinguishers are located, where the first aid box is located. This will be done by the Support Café Leader or Care Services Manager on the first volunteering day. A volunteer is not able to administer first aid unless they have completed a certificated first aid course for their work with Hospice Hope. Volunteers must be aware of general Health and Safety and personal safety, and must report all accidents and incidents whilst on Hospice Hope business to their line manager (Support Café Leader or Care Services Manager).

Insurance

Where volunteers are using their own car, it is the responsibility of the volunteer to inform their motor insurance company that they are using their car in the act of volunteering.

Volunteers are covered by Hospice Hope's Employer's Liability Insurance.

Safeguarding Young People and Vulnerable Adults

All Hospice Hope volunteers are required to attend a Safeguarding Course as soon as possible after volunteering with Hospice Hope. These courses will be arranged and funded by Hospice Hope. Regular updates will also be required. Volunteers are required to comply with Hospice Hope's Safeguarding Policy, a copy of which will be provided to all volunteers.

Confidentiality

Volunteers are required to comply with Hospice Hope's Confidentiality Policy, a copy of which will be provided to all volunteers. Volunteers are also required to keep confidential any information about Hospice Hope they become aware of through their volunteering that is not in the public domain. All volunteers will be required to sign a Confidentiality Agreement (see Induction and training)

Data Protection

Hospice Hope, in complying with GDPR, will treat in confidence the information it holds about volunteers. The information will be held while there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by Hospice Hope. Full details of how to access that information are set out clearly in the Confidentiality Policy. Any data held, email or postal address, will only be used to keep you informed of any additional volunteering opportunities, training sessions, up to date news and to send copies of our Newsletter. In order to keep costs down, our preferred means of contact is by email and mailblast (our e-marketing system).

This policy was approved by trustees at the meeting held.....

Signed by Chairman.....

Review date.....