

1. Policy Statement

Volunteering is a vital part of our past, present and future and we are committed to creating and sustaining a high-quality framework to enable every volunteer to contribute to our mission. We are proud of our volunteers and the activities they undertake, individually and as a team, and recognise the positive impact volunteers have on the hospice and our work. This policy explains what we mean by volunteering, why it is important and how we support people to actively participate in volunteering programmes.

2. Who does it apply to?

This policy applies to all Hospice staff and volunteers as well as people who are applying to volunteer.

3. What do I need to know?

We have a Statement of Intent (Appendix 2) that sets out our view of volunteering and the reasons why we wish to involve volunteers. It also sets out broad objectives for how we will involve volunteers and mutual expectations. Please take the time to have a look at this

- We recruit volunteers to complement the work of paid employees across the organisation and recognise that we could not deliver the service we do without volunteer support.
- The Volunteer Team lead on volunteering within the organisation but supporting volunteers is everyone's responsibility. Please speak to the Volunteer Team for advice and guidance
- We want to ensure that volunteers are fairly recruited, supported and valued so have put systems in place which reflect our core values.
- Volunteers are not paid employees so are not governed by the same rules and have no contract. Volunteers do need to follow the relevant guidelines and policies to safely volunteer
- There may be times when we ask people not to volunteer or when a volunteer chooses to stop volunteering
- We want to make volunteering as accessible as possible and endeavour to remove barriers to volunteering, this includes having a broad range of volunteer roles and paying pre agreed 'out of pocket' expenses
- Volunteers will have a role description, which clearly sets out the role and any training or DBS criteria, and a volunteer charter (Appendix 3). Training requirements are also shown in Appendix 4
- Sometimes there are problems for volunteers or for people managing volunteers; we have a Volunteer Problem Solving Procedure for this (Appendix 4)
- We welcome a broad range of volunteers although some of our roles have age requirements, qualifications and guidelines relating to bereavement
- We welcome community groups and organisations to participate in volunteering challenges
- We are really keen to develop volunteering and welcome feedback from across the organisation

- More information about volunteering can be found on the Hospice Hub, including our recruitment flowchart, processes and role specific information. If you do not have access to the Hospice Hub, please speak to your manager who can provide support.

4. What are my responsibilities?

For Senior Managers

- Consider how volunteers can be included and support the service and delivery of the organisational strategy
- Ensure volunteers and volunteering is including in the organisational planning process
- Work closely with Trustees
- Celebrate and include volunteers in organisational initiatives

For Managers and people who supervise volunteers

- Work with the Volunteer Team to plan for and recruit volunteers
- Include volunteering in your team/departmental plans
- Ensure volunteers are included in the team, supported, have access to training and are properly inducted
- Ensure the health and safety implications for your volunteers are identified and risk assessed
- Carry out an annual review with your volunteers
- Work with the Volunteer Team to ensure that volunteers complete their required training
- Understand the Volunteer policy and volunteer procedures, and ensure compliance with these procedures – any problems, ask the Volunteer Team
- Ensure the full recruitment procedure has been followed before a volunteer commences their role
- Inform the Volunteer Team when a volunteer leaves, goes on sabbatical, returns to volunteering

For the Volunteer Team

- Lead on and support with volunteer recruitment, development and training
- Ensure accurate volunteer records are kept
- Share and follow best practice in volunteering
- Provide advice and guidance to staff and volunteers

For Volunteers

- Play an active part in your team and follow your volunteer role description
- To raise questions or concerns as soon as they arise
- Participate in any relevant training and follow required working practices
- Understand the volunteer policy and volunteer procedures.


5. How will we check that this policy is being followed?

We will regularly review volunteering programmes and carry out Volunteer Surveys with staff and volunteers every other year

6. What other policies or procedures relate to this policy?

Equality & Diversity (P24), Disclosure and Barring Service (P09), Data Protection, Health & Safety (H01), Fire Safety (H04), Food Safety Policy (H02), Uniform & Dress (P10), Patient Confidentiality (C19), Substance Misuse (P20), Smoke Free (P19), ICT Acceptable Use (G10), Conflict of Interest (P22), Being Open (Duty of Candour) (C22), Infection control (C02), Lone

worker (C21), Safeguarding (C20), Finance (G20) and Driving at Work (G04) policies. Copies of these policies are available on the Hospice Hub and in the Hospice Library.

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Policy Author	Vanessa Hill
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Ratified by Chief Executive	 4 October 2022
Relevant external law, regulation, standards	

Change History		

Appendix One: Definition of terms used

A volunteer is someone who freely volunteers their time and skills to support Princess Alice Hospice on a regular or irregular basis.

Appendix Two

The Statement of Intent in Involving Volunteers

The Statement of Intent

This Statement of Intent sets out the Princess Alice Hospice (the Hospice) view of volunteering and the reasons why we wish to involve volunteers in the organisation. It also sets out broad objectives for how we will involve volunteers and our expectation of volunteers.

Volunteer involvement with the Hospice

Volunteering is a vital part of our past, present and future. The Trustees of the Hospice are volunteers and there are volunteers offering their time and skills at all levels. Volunteers support the work of the Hospice in a variety of ways which benefit our patients and their families; the volunteer themselves and the aims of the organisation as a whole.

Without volunteers we could not provide the quantity and quality of services that we do. To further develop these services and to reach a wider range of people, we aim to expand our use of volunteers and the range of tasks in which they are involved.

We are proud of the work that volunteers undertake, individually and as a team, and recognise the positive effect that volunteers have on the Hospice.

Volunteers do not have the same relationship with the Hospice as paid staff. Volunteers are not employed, they are not paid, they do not have a contract of employment and they do not have responsibility for services.

Why we want to include volunteers in our services

Volunteers bring the following benefits to the Hospice:

Increasing resources and improving quality

Involving volunteers increases the amount of work that we can commit to. Volunteers improve and broaden the range of services that we can offer to our patients, families and carers, and the efficiency and effectiveness of the Hospice as a whole. Volunteers may also bring specialist skills to support our work. The role of volunteers is to complement that of paid staff.

Diversity

Volunteers increase the range of skills, interests, life experiences and cultural backgrounds within the Hospice which enhance the experience for patients and families as well as our staff and volunteers.

Accountability

Involving volunteers in the work that we do is an important way of providing accountability. It allows the general public to see what we do and creates a transparency. Volunteers are able to see the work that we do from different perspectives and we welcome the comments and suggestions that volunteers make about our services.

Awareness

Volunteers raise awareness about the Hospice movement and can help to demystify hospice and end of life care. Through volunteers sharing their knowledge of the Hospice we hope that

people will be less anxious about hospice care, should they or their families need it. Volunteers can also raise the profile of our work in encouraging more people to support us through volunteering or donating either money or items.

Community Involvement

Volunteering involves the community in our work and is a valuable way of promoting responsibility in society and an active interest in the wellbeing of others.

Personal development

Volunteering offers people the opportunity to gain skills, experience and a reference as a help towards finding paid work. This is particularly valuable for isolated and deprived sections of the community who may face barriers to accessing paid employment.

What we will do

Princess Alice Hospice:

- expects paid staff and volunteers to work alongside each other in all of its services
- will seek to provide clear, challenging and interesting volunteer roles which meet the needs and objectives of the organisation and the volunteer
- will seek to provide a wide range of volunteering opportunities which reflect the diverse needs of our services and which attempt to fully utilise volunteers' skills
- will support and offer training for volunteers to gain and develop skills and experience and to progress within their role and to seek out other roles and development opportunities
- will make volunteers aware of career opportunities within Princess Alice Hospice
- will support and offer training to paid staff working with volunteers
- will involve and inform volunteers about the planning and delivery of services
- will not use volunteers to directly replace paid staff
- expects that all employees respect and recognise the value of volunteering and show this through their actions
- will promote volunteering through internal and external contacts
- will treat all volunteers fairly
- will provide a safe working environment for volunteers as far as reasonably practicable.

What we expect of volunteers

Volunteers with Princess Alice Hospice:

- will follow our five core values of Integrity, Compassion, Accountability, Respect and Excellence, and other relevant policies and procedures

- will respect the confidentiality of information they learn about patients, families, employees, our supporters and the organisation
- will make a commitment to volunteering and see themselves as volunteers, including undertaking any training defined as necessary for their volunteering roles
- will represent Princess Alice Hospice only when they are undertaking tasks assigned and approved by the organisation
- will actively engage with us and share feedback, comments and concerns appropriately.

Appendix Three

VOLUNTEER CHARTER

Thank you for becoming a volunteer with Princess Alice Hospice. Whatever your role within the organisation, you will be making a real difference and we could not deliver the service we do without you.

This Charter tells you what you can expect from us and what we would hope from you. The following statements set out expectations and intentions and are not intended to be a legally binding contract of employment.

Our commitment to you:

- To give you a meaningful role, with a defined role description, to ensure you are making a real difference to the Hospice.
- To be a member of a team with a designated staff member as your Manager.
- To receive an induction to your role from your Manager
- To be given any additional training relevant to your role as well as being able to access all role relevant Princess Alice Hospice training (free of charge) that may benefit you.
- ✱o have regular contact with your Manager to ensure you have the support you need.
- To value your contribution and recognise your commitment.
- To treat you with respect and provide equal access to opportunity.
- To keep the information we hold on you confidential and only contact you in the ways you choose.
- To provide safe, healthy and risk assessed conditions and environment for your volunteering, as far as reasonably practicable and provide appropriate insurance to cover you in your role.
- To listen to your feedback and resolve fairly any problems, grievances or difficulties you may have whilst volunteering for us.
- To give you the opportunity to express your views about how Princess Alice Hospice can improve and develop.

Your commitment to us:

- To do your best to help us achieve our vision and uphold our values.
- To endeavour to meet agreed time commitments and standards, and wherever possible give reasonable notice of changes in your availability.
- To attend relevant training and support sessions to assist with your volunteering role.
- To follow the Hospice's procedures, policies and standards.
- To give feedback and to raise any questions or concerns with your Manager
- To abide by the principles of confidentiality, and respect all confidential information during and after your volunteering with the Hospice.
- To contribute to an annual Volunteer Review session with your Manager to discuss progress and ensure everything is going well.
- To promote Princess Alice Hospice and ensure that any comments or statements made on behalf of the Hospice are in line with guidelines and policy.

Appendix Four

Volunteer Problem Solving Procedure

Rationale

Whilst our volunteer experience is expected to be a positive one, as in life, problems do occur that need to be addressed. This procedure is in place to promote consistency, and ensure that concerns can be resolved openly, fairly and quickly.

This Procedure should not be viewed in the same context as policies written for employees of the Hospice, as there is no intention of creating an employment relationship. However, the Hospice greatly values its volunteers and will endeavour to promote best practice

In most circumstances problems will be dealt with at an informal level by the Manager in consultation with the Volunteer Team

The problem-solving procedure will be instigated when there is:

- a complaint about a volunteer's work, attitude or conduct
- a complaint is made by a volunteer concerning another volunteer or employee
- a complaint about the Hospice or shop itself by a volunteer
- the volunteer's Line Manager has concerns about a volunteer's performance, conduct, behaviour or adherence to relevant Hospice policies and procedures.

Stage 1 Informal process

It is hoped that the majority of problems can be addressed informally by having a one-to-one meeting between the appropriate Manager and the volunteer. A written record should be kept on any discussions.

Stage 2 Formal process

However, should the issues be particularly serious and cannot be resolved, or re-occur after the Stage 1 process, a more formal process will be conducted involving the Manager/Retail Area Manager, and member of the Volunteer Team. A written record of the discussion will be recorded on the volunteers file and a letter sent to the volunteer confirming the points raised and actions to be taken.

In very exceptional circumstances, if it is felt after this formal process that the volunteer can no longer continue to volunteer for the Hospice due to the seriousness of the complaint, the volunteering relationship will be ended and an appropriate letter sent to the volunteer.

With regard to a volunteer raising a complaint concerning the Hospice or shop or a Hospice employee, this will be referred to the appropriate senior manager. The volunteer will be informed that the matter is to be investigated and advised of the outcome.

Stage 3 Right of appeal

If the Hospice has ended the volunteering relationship and the volunteer wishes to appeal, they should do this in writing to the Chief Executive. Similarly, if the volunteer is unhappy with the outcome of their complaint about a member of staff or the organisation itself, they must address their complaint to the Chief Executive. These appeals/complaints must be raised within 28 working days of the outcome letter being issued. The decision of the Chief Executive is final.

Appendix Five

Volunteer Training and Development

As outlined in the Volunteer Charter volunteers will all receive an induction to their role. Volunteers will be expected to complete core training and additional training that is relevant to their role so that they are safe and supported in carrying out their volunteering and can develop within the role. These will be made clear in the role description and at interview, induction and annual review.

Retail volunteers will complete training as part of their volunteer induction and a record will be kept at each shop. Refreshers will be delivered as and when appropriate

Volunteers based at the hospice, or in a patient facing role will need to complete training before they start volunteering or within 6 months of starting. This will be clear in the role description.

All volunteers as part of their induction will be briefed about fire safety and health and safety as it relates to them and their role. Volunteers will be kept updated with changes to policies and procedures.

Volunteers are actively encouraged to attend any training course where there is a link to their volunteer role or that is defined as mandatory by the Hospice; volunteers should discuss this with their line manager. In addition, as new courses are made available these will be added to role descriptions and reviewed with volunteers as part of the support and review process

The Volunteer Team will let managers and volunteers know when training needs renewing or is outstanding. There is a matrix for volunteer training which can be used as a reference point.

Volunteer Training Matrix

For core training purposes volunteers are divided into five levels. If the volunteer role has an additional A this means that that volunteer role has additional health and safety/manual handling training needs

Level 1/1A	Outside the Hospice with no patient/family contact
Level 2/2A	Based at the Hospice but patient/family contact not part of role
Level 3/3A	Based in Hospice with regular patient/family contact as part of their role
Level 4/4A	One to one contact with patient/family at the Hospice
Level 5/5A	One to one contact with patient/family away from the Hospice

All volunteers will undertake a health and safety induction or training relevant to their role, this will include a basic introduction to health and safety and fire safety as a minimum. The level of health and safety training required will be defined in volunteer role descriptions and also within organisational risk assessments.

Each level of volunteering will be expected to complete the below training courses as part of their role. Volunteer courses are either mandatory (M), recommended (R) or not required (X) We strongly encourage people to complete all of the recommended training. In addition to the training below we have a number of training courses, both online and face to face, that we encourage volunteers to attend.

All volunteers in groups 3, 4 and 5 need to attend Excellence in Volunteering or equivalent (e.g. Compassionate Neighbour Training/Bereavement Support Training) before they start or within 6

months of starting. Following this training they will then complete their online learning as recommended below as a refresher to the face-to-face training. The Volunteer Team will liaise with the volunteers and their managers to support those volunteers in completing their online learning

Courses maybe completed face to face, online on Learningzone or online via zoom. Learningzone courses can be easily accessed on a smart phone or on a tablet. The Volunteer Team or your manager can support you to complete Learningzone courses.

	Introduction to Safeguarding (every 3 years)	Excellence in Volunteering or equivalent (once only)	Confidentiality and Information Governance (every 12 months)	SAGE AND THYME® (once only)	Equality and Diversity (every 36 months)	Lone Worker (once only)	Manual Handling – A only (every two years)	Infection Prevention and control – A only (every 18 months)
Level One	X	X	X	R	R	R	M	X
Level Two	R	X	R	R	R	X	M	R
Level Three	M	M	M	R	R	X	M	R
Level Four	M	M	M	R	R	M	M	M
Level Five	M	M	M	R	R	M	M	M

Record keeping

Details of these courses and any additional courses relevant to the role will be recorded on Donorflex by a member of the Volunteer Team.