

VOLUNTEERING POLICY

POLICY NUMBER:	CP39
VERSION NUMBER:	1
REPLACES SEPT DOCUMENT:	CP39 Volunteering Policy
REPLACES NEP DOCUMENT:	Volunteers-honorary contracts-work experience placement
KEY CHANGES FROM PREVIOUS VERSION	Previous Trust's policies harmonised.
AUTHORS:	Lesley Wackett, Business Support Manager
CONSULTATION:	Volunteers and Service Users (Co-production)
IMPLEMENTATION DATE:	January 2018
AMENDMENT DATE(S):	Harmonised in October 2017
LAST REVIEW DATE:	N/A
NEXT REVIEW DATE:	January 2021
APPROVAL BY: PATIENT EXPERIENCE AND CARER STEERING GROUP	February 2018
RATIFICATION BY QUALITY COMMITTEE:	15 th March 2018

POLICY SUMMARY

This policy and its associated implementation procedure sets out clear guidelines for Volunteering in Trust Services.

This policy and its associated procedure will ensure that all Trust staff is aware of the opportunities for volunteering and the duty of care owed to staff members, service users and to volunteers themselves to ensure that any risks associated with volunteering are minimised.

The Trust monitors the implementation of and compliance with this policy in the following ways;

Managers will ensure staff are aware and understand this policy and standards required. Line Managers will ensure that this dress code and volunteering policy is implemented, monitored and reviewed in their areas.

Services	Applicable	Comments
Trustwide	Yes	

**The Director responsible for monitoring and reviewing this policy is the
 Executive Director of Corporate Governance & Strategy**

ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

CONTENTS

THIS IS AN INTERACTIVE CONTENTS PAGE, BY CLICKING ON THE TITLES BELOW YOU WILL BE TAKEN TO THE SECTION THAT YOU WANT.

- 1.0 INTRODUCTION**
- 2.0 DIVERSITY STATEMENT**
- 3.0 WHAT IS A VOLUNTEER?**
- 4.0 RECRUITMENT PROCEDURES**
- 5.0 VOLUNTEER ROLES**
- 6.0 GENERAL GUIDELINES FOR VOLUNTEERING**
- 7.0 RESPONSIBILITIES**
- 8.0 OUT OF POCKET EXPENSES – REIMBURSEMENT POLICY**
- 9.0 VALUING VOLUNTEERS**
- 10.0 INSURANCE**
- 11.0 MANAGEMENT OF VOLUNTEERS**
- 12.0 MONITORING OF POLICY**
- 13.0 FURTHER INFORMATION**

VOLUNTEERING POLICY

1.0 INTRODUCTION

- 1.1 This policy sets out how the Trust will promote, manage and develop volunteering across all its services.
- 1.2 The Trust recognises that volunteers play an important role in enabling the Trust to enrich the range of services offered to service users and carers.
- 1.3 The role of a volunteer is complementary to the Trust staff and not a substitute for paid staff. Volunteers are not employees and do not have a contract of employment with the Trust.
- 1.4 The policy should be used in conjunction with other Trust's policies and procedures including the Health & Safety Policy.

2.0 DIVERSITY STATEMENT

- 2.1 The Trust recognises the diversity of the local communities and of its staff. Our aim is therefore to provide a safe environment free from discrimination and a place where all individuals are treated fairly, with dignity and appropriately to their need. The Trust recognises that equality impacts on all aspects of its day to day operations and is committed to promoting equality and diversity in all its dealings. All policies and procedures are assessed in accordance with the Equality Act 2010.
- 2.2 Volunteering in an operational or clinical area will only be open to people aged 18 and over unless special arrangements have been made and the appropriate risk assessments carried out (for example with work experience schemes).
- 2.3 People over 12 years old can join the Foundation Trust (with parental consent if under 16) where they can be involved in appropriate non-operational matters such as attending engagement feedback forums and events.

3.0 WHAT IS A VOLUNTEER?

- 3.1 Volunteers can be defined as non-employees who provide their free time, without expectation of financial reward to undertake voluntary tasks/roles with prior agreement with the Trust. These people may be retired members of staff or former patients, people who work part-time, people wanting a career change or break, or those wanting experience in a field they are considering as a career e.g. a student. Volunteering may be for a limited time to complete a particular project, or on an on-going basis.

3.2 There are two categories of volunteer:

- **A volunteer in a clinical setting**
Where the volunteer could engage 1:1 or in groups with service users on a regular basis and carry out their duties in a clinical area.
- **A volunteer in a non-clinical setting**
Where the volunteer has no contact with service users on a 1:1 basis, which could include, planning days, interview panels, focus groups/engagement activities, admin and meetings.

3.3 Volunteers at EPUT provide an invaluable service, who should be treated with the same care and respect as a member of staff of the organization and the local community.

They help us make life easier for both our patients and their families, by supporting our staff in providing a direct service to patients, or by helping out behind the scene. The Trust supports the use of volunteers as a way of providing an insight into Trust services.

4.0 RECRUITMENT PROCEDURES

4.1 It is necessary for all volunteers to complete the required checks needed for their voluntary role. The level of checks will be dependent on whether the volunteer is working with vulnerable adults or children or on a supervised or unsupervised basis.

The checks consist of:

4.1.1 References (Employment/Character)

4.1.2 Disclosure and Barring Service (DBS) Certificate

The volunteer will have a DBS check conducted before they can undertake volunteering activity. This is completed through an online portal by the volunteer.

4.1.3 Occupational Health Clearance

The volunteer will have to complete an occupational health questionnaire (online/ paper format) before they can undertake any volunteering activity to confirm they are fit and well to do the voluntary role.

5.0 VOLUNTEER ROLES

5.1 The Trust will promote volunteering in any area where volunteers can add value to Trust Services. Some examples are:

- Policy development
- Participate in focus groups
- Consultation events
- Service User/carer involvement on staff interview panels
- Trust fundraising activities

- Baby clinics
- Meals assistance
- Patient befriender
- Shop volunteer
- Activities on wards and in community settings
- Patient 'Signposting' around Trust areas
- Chaperoning
- Parent support groups
- Buddy Scheme

This list is not exhaustive.

6.0 GENERAL GUIDELINES FOR VOLUNTEERING

6.1 The National guidelines endorsed by the Department of Health (see section 13, below, for further information) state the following general principles:

- Voluntary activity should complement the work of paid staff, not substitute for it
The action of volunteers should not threaten the livelihood of paid staff agreements on the nature and extent of voluntary activity should be made widely known among intended parties
- Volunteers will receive full out-of-pocket expenses. (Please see section below)
- There will be a recognised process for the resolution of problems between staff and volunteers if these occur (See section 8)

7.0 RESPONSIBILITIES

7.1 All Service Managers will:

- Extend respect and care that they would to an employee of the Trust.
- Identify Voluntary opportunities
- Provide:-
 - local induction
 - volunteer induction
 - supervision where appropriate
 - health & Safety Standards
 - health & Safety Assessments
 - Any relevant policy of the trust

7.2 Volunteers have the responsibility to:

- act at all times within Trust policy
- report any issues they are concerned about to their nominated member of staff or to Trust Volunteer Team
- Customer Service
- extend respect and care to others working in and using the services
- comply with the Trust service standards at all time
- follow through the agreed actions or tasks arising from feedback

sessions with their nominated service manager.

8.0 OUT OF POCKET EXPENSES – REIMBURSEMENT POLICY

- 8.1 The Trust recognises that volunteering should not leave people out of pocket because of their volunteering activity.
- 8.2 Reasonable out of pocket expenses include travel expenses and meal subsistence. Other expenses may be claimed, however please contact the Trust Volunteering Team for advice.
- 8.3 If the role specifically requires the volunteer to use their own vehicle as part of their role, confirmation of insurance cover will be required to be evidenced.
- 8.4 Reimbursement of volunteer expenses will be paid for out of the relevant service budget and evidence of all receipts will be required with the signed and authorised travel and expenses claim form (Appendix 8).

9.0 VALUING VOLUNTEERS

- 9.1 A report about volunteering at the Trust will be made by the Executive Director of Corporate Governance at least once a year to the Trust Board.
- 9.2 The Trust will hold volunteers events throughout the year. For example volunteers week.

10.0 INSURANCE

- 10.1 All volunteers are covered by the Trust's Employers Insurance Policies and Health and Safety Policies whilst they are engaged in activities on the Trust's behalf.
- 10.2 Personal liability and accident insurance is provided for all volunteers engaged in the Trust's business (excluding motor insurance). In respect of motor vehicle insurance cover, volunteers are responsible for consulting their own insurers regarding voluntary work being included in their policy. They may be required to produce evidence of this cover.

11.0 MANAGEMENT OF VOLUNTEERS

- 11.1 The associated procedure for this policy will describe how volunteers will be engaged, managed, inducted and how disputes are managed.

12.0 MONITORING OF POLICY

- 12.1 To ensure quality assurance of the Volunteering Policy, 6 monthly reports will be monitored by the Trust Volunteering Team.

13.0 FURTHER INFORMATION

13.1 Further information from

National Centre for Volunteering www.volunteering.org.uk

END