

# Volunteering Procedure

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<b>VERSION NUMBER:</b>	1
<b>REPLACES SEPT DOCUMENT:</b>	CPG39 Volunteer Procedure
<b>REPLACES NEP DOCUMENT:</b>	Volunteers-honorary contracts-work experience placement
<b>KEY CHANGES FROM PREVIOUS</b>	Previous Trusts policies harmonised.
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<b>CONSULTATION:</b>	Volunteers and Service Users (Co-production)
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## PROCEDURE SUMMARY

This procedure sets out the arrangements that will be made to implement the Trust policy in respect of volunteering within the Trust.

The procedure covers all volunteers in any Trust service or activity.

The Business Support Manager has responsibility to provide advice and support to the line Service Manager and employees in implementing this procedure.

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

The Volunteers Policy and associated Procedure provides clear guidelines for volunteering within all Trust Services. This procedure outlines that all healthcare professions are aware of the opportunities for volunteering and the duty of care owed to staff members and to volunteers themselves to ensure that any risks associated with volunteering are minimised.

Services	Applicable	Comments
Trustwide	✓	

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

**ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST**

**VOLUNTEERING PROCEDURE**

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### 1.0 INTRODUCTION

- 1.1 This procedure sets out the arrangements that will be made to implement the Trust policy in respect of volunteering within the Trust.
- 1.2 The procedure covers all volunteers in any Trust service or activity.
- 1.3 The Business Support Manager has responsibility to provide advice and support to line Service Managers and employees in implementing this policy and procedure.

### 2.0 VOLUNTEER REGISTER

- 2.1 The Trust will seek volunteers through a number of routes such as, external events, membership and Volunteer Centres across the area.
- 2.2 People who express an interest in volunteering with the Trust, will have initial contact with the Trust Volunteering Team, who will outline the roles and responsibilities of volunteers in the Trust.
- 2.3 The Trust Volunteering Team will be responsible for the engaging of the services and administration e.g. recording data, engaging volunteers and registering volunteering roles from Service Managers.
- 2.4 The Trust Volunteering Team will maintain a register of all people who are approved for volunteering activities within the Trust.
- 2.5 All people who wish to volunteer will be required to complete an application form (see appendix 1).
- 2.6 The Trust Volunteering Team will be responsible for processing this application form and following up references.
- 2.7 Applicants, for a volunteering role in a clinical/community setting working with service users, will be required to have a DBS (Disclosure & Barring Service) if they are likely to work with children or vulnerable adults.
- 2.8 Celebrities appointed by the Trust on a volunteer basis will be subject to all the recruitment checks outlined in this policy/procedure.
- 2.9 Anyone recommending the appointment of a volunteer with whom they have a close relationship with should withdraw from the recruitment process to ensure impartiality and independent decision making of the panel.
- 2.10 All volunteers will be required to complete an Occupational Health Questionnaire. (Please see volunteer policy)
- 2.11 All volunteers will be required to complete a mandatory volunteer induction.
- 2.12 Only after completion of all the relevant stages identified above volunteers will be eligible for volunteering at the Trust.

- 2.13 All successful applicants will provide with a Volunteers Welcome Pack and photo ID badge.

### **3.0 VOLUNTEERING IN SERVICE AREA**

- 3.1 Service Managers will identify volunteering opportunities within the unit/service area. A risk assessment will be carried out dependent on conditions of the working environment in line with the General Workplace Risk Assessment, Policy RM11. The service manager will submit details of the volunteer opportunities to the Trust Volunteering Team (see Appendix 2). This will include the identification of the skills and attributes required from the volunteer for the project and be approved by the Associate Director for the relevant service.
- 3.2 The Trust Volunteering Team will match the skills and attributes required by the Service Manager and select appropriate volunteers from the volunteer register who match the requirements. All volunteers have a choice whether or not they accept the volunteering opportunity offered. In some specific service areas there may be a requirement to complete specific accredited training to complete the role e.g. breastfeeding and in this instance the service will communicate their specific requirements to the Trust Volunteering Team to ensure suitability to the role.
- 3.3 The Trust Volunteering Team will notify the Service Manager of a potential match.
- 3.4 The relevant Service Manager will invite the volunteers to attend a meeting about the volunteering opportunity to discuss the role in more detail. The volunteer and Service Manager will confirm the suitability of the role to the Trust Volunteering Team and at that meeting discuss and ensure the volunteer understands the content and sign the volunteering agreement (appendix 3) and confidentiality form (Appendix 4). The agreement will include the location and date the volunteering role will start. The Service Manager will return the signed agreement and confidentiality form to the Trust Volunteering Team who will confirm the volunteering role to both parties. The Trust Volunteering Team will telephone the volunteer to confirm their acceptance of the role. Once a volunteer has accepted the role the Trust Volunteering Team will send a thank you letter to the volunteer to confirm the start date, location and who to report to together with a copy of the signed volunteer agreement. It will include details about their volunteer tasks/activities and confirm to them the name of their Service Manager.
- 3.5 The volunteer agreement sets out mutual expectations, as outlined above. It is important to make clear that it is not a binding legal contract of employment.
- 3.6 The volunteer is free to refuse to fulfil the role and the Trust is not bound to provide the tasks/ activities for the volunteer.

#### **4.0 VOLUNTEERS ON RECRUITMENT PANELS**

- 4.1 Service Managers should use volunteers on recruitment panels wherever possible. Names of volunteers can be accessed from the Trust Volunteering Team. The Engagement Team will provide training and feedback to the volunteers on recruitment panels.

#### **5.0 VOLUNTEERS ON COMMITTEES**

- 5.1 Service Managers are able to use their own contacts to bring volunteers in for local focus groups committees, events etc., they must be current Trust Volunteers. Feedback can be given by completing the feedback form (appendix 5).

#### **6.0 SUPPORT AND FEEDBACK**

- 6.1 All volunteer Supervisors will ensure a workplace induction is provided for the new volunteer (appendix 6). This will include orientation of the environment of location and the health & safety requirements.
- 6.2 All volunteers who are actively engaged will receive regular support from their designated service manager and be provided with regular feedback on their contributions to their appointed service on a quarterly basis.
- 6.3 These feedback meetings will provide an opportunity for the volunteer to receive/provide feedback and expect the support they need. This must be recorded on volunteer feedback (appendix 7) and will include:
- Matters the volunteer wishes to include
  - Discussion of any areas of concern

#### **7.0 RESOLUTION OF PROBLEMS**

##### **7.1 Complaint from Volunteer**

- 7.1.1 If a Volunteer has a complaint about a member of staff, another volunteer or patient they should first discuss the matter with their named designated service manager. If the volunteer has a complaint against their supervisor it should be referred to the Business Support manager.
- 7.1.2 At the first stage the aim should be to resolve the issue through informal discussion. If informal measures are not successful the second stage is for the volunteer to put their concerns in writing to the Service Manager who will inform the Trust Volunteering Team. The complaint will be investigated by the Service Manager and responded to within 30 working days. Their decision will be final.

**7.2 About Volunteers**

- 7.2.1 Where a volunteer's behaviour or performance causes concern, this should be raised through a feedback session if the problem cannot be resolved informally; it should be referred to the Service Manager and the Trust Volunteering Team for information.
- 7.2.2. The Service Manager will look into the issues risen taking into account the perspectives of those involved.
- 7.2.3 Following investigation by the Service Manager a need for further training or extra support may be identified.
- 7.2.4 If the matter cannot be resolved a meeting will be held with the volunteer and Service Manager to discuss the suitability of the volunteer continuing with the particular role and to reach an agreed outcome.
- 7.2.5 If the volunteer is not satisfied with the outcome they can contact the Trust Volunteering Team who will investigate the matter.
- 7.2.6 The investigation should take no longer than 30 working days. The volunteer will have the right to put their issue. The volunteer may then be asked to permanently cease volunteering. This decision will be final.
- 7.2.7 Where a volunteer behaviour/performance is being investigated they will be asked to temporarily step down while the issue is being addressed.

**8.0 OUT OF POCKET EXPENSES – REIMBURSEMENT INFORMATION**

- 8.1 All volunteers will be entitled to be reimbursed for out of pocket expenses by completing (appendix 8) and handing to the Service Manager.
- 8.2 Expenses (other than vehicle mileage) will only be reimbursed on production of receipts.
- 8.3 The Service Manager will raise a cheque requisition form to request Finance to pay the volunteer by cheque or BACS the volunteer will be given petty cash as appropriate in line with Trust Policy.

**9.0 FURTHER INFORMATION**

- 9.1 National Centre for Volunteering [www.volunteering.org.uk](http://www.volunteering.org.uk)

**END**