

# Volunteering Policy

HR24

Date: [ ]

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|-----------------|--|--|--|
| Date Written    |  |  |  |
| Author(s)       |  |  |  |
| Version         |  |  |  |
| Date Signed Off |  |  |  |
| Reviewed by     |  |  |  |

## Review Data

### Initial Production

| Name | Role/Department | RACI | Date |
|------|-----------------|------|------|
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**R** = Responsible for writing the policy; **A** = Accountable; **C** = Consulted; **I** = Informed

### Change History

| Version | Date | Details of Change | Author |
|---------|------|-------------------|--------|
|         |      |                   |        |
|         |      |                   |        |

### Emergency Contact Details

| Name | Email | Mobile |
|------|-------|--------|
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## CQC Fundamental Standards

| Regulation Number                               | Regulation Details                                                                                                                                                                                                                 |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Regulation 5: Fit and proper persons: directors | Providers are expected to be aware of, and follow, the various guidelines that cover value based recruitment, appraisal and development, and disciplinary action.                                                                  |
| Regulation 18: Staffing                         | Persons employed by the service provider must receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform. |

## Key Lines of Enquiry

| KLOE      | How this applies to Appraisal                                                                                                                                                                                                |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Effective | Monitoring and reviewing volunteer performance, skills and knowledge and promoting Continuing Personal Development as for paid staff helps ensure that service delivery is effective and meeting the needs of service users. |
| Well-Led  | Applying a fair and consistent approach to the recruitment and management of volunteers maintains fairness, accountability and openness as well as a positive approach to development and learning.                          |

## Related Documents

This policy should be read in conjunction with our:

- HR10 - Equality and Diversity Policy
- HR19 - Safer Recruitment Policy
- HR23 - Training, Development and Qualifications Policy

## Policy Statement



### Policy Aims

This policy will explain what Volunteering is and how it operates at Careville Ltd. It will help you to understand how we go about monitoring our performance and the quality of Volunteering within the services we deliver and it will describe your role in that.

Reading this policy should enable you to:

- Understand what Volunteering is
- Understand how Volunteering works at Careville Ltd
- Understand your role in our Volunteering processes

Understand how we can all work together to improve the quality of the Voluntary services we offer

Careville Ltd supports and encourages the use of volunteers to supplement the work undertaken by Careville Ltd's paid employees. Volunteers are never used in place of

paid staff - for example, to make up the correct staffing levels. All volunteers are covered under the organisation's Public Liability Insurance.

Careville Ltd is particularly keen to encourage people who have had personal experience of health and social care to take an active part in volunteering. Volunteering can be useful as a first stage in getting back to paid employment, building up confidence, improving self-esteem.

In line with its Equal Opportunities Policy, Careville Ltd will ensure that all potential volunteers are treated fairly and equally. The nature of voluntary duties within the organisation is very varied - we treat each application for volunteering on its own merits and treat each volunteer as an individual.

## Principles

The volunteering policy is underpinned by the following principles:

- To ensure that volunteers are properly integrated into the organisation.
- Volunteers are not introduced to replace paid staff.
- All levels of Careville Ltd staff are expected to work positively with volunteers.

Volunteers will be treated with the same respect and dignity as paid staff members. Volunteers will be expected to follow the procedure and information requirements as set out in our Safer Recruitment policy.



### Interviews and Confidentiality

All prospective volunteers will be interviewed. The purpose of this is to explore the interests of the volunteer, the skills they have to offer and how best to maximize their potential within the volunteering opportunity available. References will be asked for, due to the importance of confidentiality within the company.

Volunteers are also expected to sign a confidentiality document and are bound by the same requirements as paid staff.

## Volunteer Agreements/Voluntary Task Outlines

Careville Ltd requires all volunteers to sign a Volunteer Agreement and every Volunteer is given an individual Volunteer Handbook with appropriate policies and procedures, time sheets etc. This document is an outline of what is expected of the volunteer and what Careville Ltd will undertake to provide for volunteers. It covers the following areas:

- Where the volunteer will be based and the duties they will be undertaking
- What the volunteer wants from the experience
- Arrangements for initial orientation to the role
- Arrangements for ongoing support and supervision
- Health and Safety
- Confidentiality
- Out of pocket expenses
- How the volunteer can raise concerns

- How Careville Ltd will deal with performance concerns
- Ending the Agreement
- Any other matters

This paper also contains an outline of the specific tasks they will be undertaking.

- Volunteers will receive out-of-pocket expenses, as deemed necessary
- All volunteers will receive an introduction into Careville Ltd and their own area of work. Training will be provided as appropriate.
- All volunteers will have a named person as their main contact. They will be provided with regular supervision, receive feedback on their progress, discuss any future developments and air any problems. All volunteers are responsible to the Managers of their groups or functional department.
- Volunteers are encouraged to express their views at Careville Ltd on matters concerning the company. Their opinion will be sought concerning any changes or reviews of the company's procedures. The Volunteer's Contact Person or the Managing Director can be contacted to raise issues and identify needs.
- All volunteers are covered by the Careville Ltd insurance policy, whilst they are on the premises or engaged in Careville Ltd work.
- Volunteers are covered by the Careville Ltd Health and Safety policy.
- Careville Ltd operates an equal opportunities policy in respect of both paid staff and volunteers.

## Volunteers Working with Children or Vulnerable People

All volunteers in this group must have a current enhanced DBS check. This should be updated every three years.

Volunteers must be checked by the Police for any criminal record or for any other reasons that they should not work with children or vulnerable adults. Health and Hygiene training is given as well as First Aid. IT skills are useful and can be used to help the children use the computers in the training room.

## Equal Opportunities/Policy Access

Upon request, this policy can be made available in alternative formats (e.g. Braille/other languages/large type), as required to make it accessible for all employees.

## Staff Statement

If you do not subscribe to or support this policy, then you should, as a matter of urgency, inform your line manager. Failure to observe this policy may lead to disciplinary action.



### Key Points to Take Away

- Volunteers are never used in place of paid staff - for example, to make up the correct staffing levels. All volunteers are covered under the organisation's Public Liability Insurance.

- All prospective volunteers will be interviewed. The purpose of this is to explore the interests of the volunteer, the skills they have to offer and how best to maximize their potential within the volunteering opportunity available.
- Careville Ltd requires all volunteers to sign a Volunteer Agreement and every Volunteer is given an individual Volunteer Handbook with appropriate policies and procedures, time sheets etc.

## Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

[NAME]

Director

[DATE]