



<b>POLICY / PROCEDURE INFORMATION</b> <b>(Policy no VOL05)</b>	
<b>Subject</b>	<b>Induction and Training of Volunteers</b>  <i>(This policy is subject to periodic review and will be amended according to service development needs)</i>
<b>Applicable to</b>	All volunteers of Nottinghamshire Hospice
<b>Target Audience</b>	Line managers are responsible for ensuring volunteers are inducted and given the correct training in accordance with this policy and procedure.
<b>Date issued</b>	July 2021
<b>Next review date</b>	July 2024
<b>Lead responsible for Policy</b>	Volunteer Services Manager
<b>Policy reviewed by</b>	Volunteer Services Manager
<b>Notified to (when)</b>	Strategy and Corporate Governance Group Jul 21
<b>Authorised by (when)</b>	Strategy and Corporate Governance Group Jul 21
<b>CQC Standard if applicable</b>	
<b>Links to other Policies</b>	Volunteer Policy VOL01
<b>Summary</b>	The aim of this policy is to outline an equitable and fair approach to inducting volunteers into Nottinghamshire Hospice and to encourage good practice in line with the expectations of Nottinghamshire Hospice.
<b>This policy replaces</b>	

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Reviewed date</b>
Original policy written by Liz Appleton, Executive Assistant and Stephen Goddard, Volunteer Officer	March 2014	March 2016
Policy reviewed by Stacey Shillingford, Volunteer Manager	March 2015	March 2017
Policy reviewed by Sarah Rice, Volunteer Development Manager	June 2018	June 2020
Formatted, updated control sheet and published on Policy Doc App	Jan 2019	
Policy reviewed by Jo Drake, Volunteer Services Manager. Updated to website.	July 2021	July 2024

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## **1. Introduction**

Nottinghamshire Hospice is committed to providing induction and training for volunteer staff to recognise and enhance their experience of volunteering as a personally rewarding activity and to maintain the quality of Hospice services.

## **2. Definitions**

Training and development is defined as learning undertaken by volunteers to maintain and advance their skills, knowledge and competencies specifically as they relate and add value to the roles they will be carrying out, and the service they will be providing.

Induction is defined as a meeting held either in the Hospice or Shop which ensures volunteers understand the vision, mission and values of the Hospice alongside the health and safety and practical elements of their volunteering role.

## **3. Procedure and Compliance**

### **3.1 Identifying Training Needs**

Training and development needs will be identified at various stages along the training and development process:

- Initial development of role description for all new volunteer roles – this will outline the skills, objectives and boundaries relevant to the role
- Follow up discussions between the the Volunteer Services Manager and the Director of Care/Area Retail Manager in the development of the aims of the training for the new role
- Changes to an existing volunteer role
- During training needs analysis in discussions with all those involved, including existing volunteers, VSO's, others in the relevant functional team
- In response to service user feedback, or changes to service user requirements

### **3.2 Training and Development Process**

A rolling recruitment and training plan will be put together by the Volunteer Services Manager after consultation with department heads. This will include the volunteer support and activity they anticipate for the following year, including estimated numbers of volunteers needed, and dates for recruitment and training to be completed by. This plan may be amended or added to during the year to take into account any new and urgent priorities that arise. All training requests will be considered sympathetically, however in practice there may be occasion when a training request is postponed or refused due to other factors – availability of resources, budgetary constraints, other training given priority to fulfil the organisations objectives.

All volunteers must complete an induction, carried out as a group session delivered by the Volunteer Services Manager/Coordinator. This will cover the charity's structure and objectives and explain how volunteering within the charity works. The Volunteer Services Team are responsible for ensuring all new volunteers complete the induction. All volunteers must receive training specific to the role they

want to carry out for the charity where appropriate. Any volunteer training must be approved by the Volunteer Services Manager and department Manager.

Training must be completed before the volunteer can begin in their role. . Training will be delivered four times per year.

Training can be provided in the following forms:

- In-house training
- Training by an external agency/partner
- Distance learning
- E- Learning provided by Blue Stream Academy
- One-to-one coaching

Before any learning activity is undertaken, an agreement on the content of the training, method of the training and logistics (date, location, etc) must be reached by the Volunteer Services Manager and the Director of Care/Area Retail Manager

Where a volunteer undertakes more than one role the Volunteer Services Manager will decide the combination/type of training required.

Training may not be required where evidence can be produced that accredited relevant training has been done elsewhere within a 12 month period The Volunteer Services Manager will decide what counts as acceptable training. (Examples include in-house training with Social Services, Local Health Authority or Local Education Authority).

#### **4. Evaluation**

It is important that the benefits of all training and development activities are evaluated to establish the long and short term impact on the individual and organisational performance.

Evaluation of volunteer training is the responsibility of the Volunteer Services Manager and will take place through the following processes:

- Participant evaluation at the end of each training activity
- Assessment during each training activity to ensure learning of new skills
- Regular assessment/support meetings
- Follow up phone calls with participants for feedback after the role specific training.
- An agreement that evaluation of the training will take place in the overall project evaluation
- Through the annual volunteer experience survey

#### **5. Budgetary**

Control Funds are allocated at the beginning of each financial year to volunteer training from the volunteering budget. A forecast of how the budget will be spent will be put forward, and reviewed on a regular basis – management of the volunteer training budget is the responsibility of the Volunteer Services Development Manager, CEO and board of Trustees.

## Volunteer Induction Checklist

Volunteer's Name:



Nottinghamshire Hospice  
adding life to days

### Welcome to Nottinghamshire Hospice:

	Date complete	Vol Initials	Comments
Welcome to Nottinghamshire Hospice:			
The mission statement, values, the history and future plans:			
Roles of volunteers within Nottinghamshire Hospice:			
Roles of staff within Nottinghamshire Hospice:			
How decisions are made within Nottinghamshire Hospice:			
Introduction to other volunteers:			

### Welcome to your volunteer role:

	Date complete	Vol Initials	
Introduction to the volunteer role and what you will be doing			
Talk through the volunteer role description			
Discuss what Nottinghamshire Hospice expects of you and what you should expect in return			
Discuss any concerns about the role			
Give details of training to be undertaken and the timescale for this, what commitment is involved and the reasons for this, especially the compulsory training			
Agree the support available to you, who this is from, in what form, and how often			
Discuss the boundaries of your role, including to whom you are accountable and whether you will be working alone or in a team.			
Information on volunteer meetings, communications and social events			
Discuss the purpose of the volunteer agreement			
Identify the named person for you to contact			
Provide ID badge or any required equipment or uniform			

Explain the locker, dinner & tea process (timings, cost etc)			
Set a review date to talk about how your volunteering experience is going			

**Welcome to the policies and procedures:**

	Date complete	Vol Initials	Comments
Provide information on policies and procedures within Nottinghamshire Hospice and how to access them			
Promote the importance of equality, diversity and inclusion and refer to Nottinghamshire Hospice own policy			
Talk through the reward and recognition policy and the benefits to you			
Provide information on who to contact in an emergency and ensure that Nottinghamshire Hospice has obtained emergency contacts for you			
Talk through the Health and Safety Policy and Procedures			
Fire exits; location of break glass points and extinguishers; emergency evacuation procedures and weekly alarm test; fire marshals			
First Aiders and location of First Aid kits			
Accident procedures explained			
Building entry and security outlined			
Your own responsibilities for health and safety			

**Welcome to the facilities and any practicalities:**

	Date complete	Vol Initials	Comments
Talk through accessibility of the facilities such as disabled toilets, kitchen, opening hours, parking, and relaxation areas			
Provide a tour of the facilities and maybe the local community if relevant			
Discuss the dress code			
Give helpful tips about the local community such as car parking, bus route			
Discuss how to claim expenses, what can be claimed and issues relating to benefits			
Introduction to the telephone system			
IT log on; computer username and password			
Give details of where things are kept and how to get any keys that may be required			

Volunteer signed  
Staff Signed

Dated  
Dated

Please hand all completed forms to the Volunteer Services Team.