



POLICY / PROCEDURE INFORMATION (Policy no VOL06)	
Subject	Support and Supervision of Volunteers <i>(This policy is subject to periodic review and will be amended according to service development needs)</i>
Applicable to	All volunteers of Nottinghamshire Hospice
Target Audience	The Volunteer Services Team are responsible for ensuring all volunteers are recognised in accordance with this policy and procedure. Line Managers are to notify the Volunteer Services Team of relevant changes and to work to this policy and procedure.
Date issued	July 2021
Next review date	July 2024
Lead responsible for Policy	Jo Drake Volunteer Services Manager
Policy reviewed by	Jo Drake, Volunteer Services Manager
Notified to (when)	Strategy and Corporate Governance Group Jul 21
Authorised by (when)	Strategy and Corporate Governance Group Jul 21
CQC Standard if applicable	
Links to other Policies	Volunteer Policy VOL01
Summary	The aim of this policy is to outline the support available to all Nottinghamshire Hospices Volunteers and to promote the best experience possible.
This policy replaces	

VERSION CONTROL		
Status	Date	Reviewed date
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	October 2018	
Policy reviewed by Jo Drake, Volunteer Services Manager. Updated on website.	July 2021	July 2024

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Introduction

This policy describes Nottinghamshire Hospice's approach to the support and supervision of volunteers.

Nottinghamshire Hospice recognises the value volunteers bring to the work of the organisation. We need to ensure that high quality services are provided to service users and volunteers are successful in their roles.

We are committed to providing all volunteers with regular support and supervision to enable them to:

- Develop their skills
- Learn from their experience
- Carry out their role effectively

All volunteers are offered both formal and informal support and supervision. This is integrated into the volunteering experience and continues throughout the period of volunteering. Providing good quality support and supervision demonstrates Nottinghamshire Hospices commitment to volunteers and the services they support.

Procedure and Compliance

Support and supervision may be provided in different ways depending on the needs of the organisation and volunteer. We will consider the needs of the individual as well as the role being undertaken. Approaches may vary during the time someone volunteers with us and a combination of methods may be used.

We recognise that:

- Support is usually for the benefit of the individual
- Supervision is usually for the benefit of the organisation

All volunteers are allocated a named supervisor who is responsible for providing support and guidance on a day-to-day basis. In their absence, another named member of staff should be available.

Informal support is provided through personal contact on a day-to-day basis. This may include:

- Greeting and welcoming volunteers
- Providing regular praise and thanks
- Providing immediate feedback
- Working alongside volunteers
- Providing coaching and encouragement, especially in the early stages of a new role or when problems have been identified
- Making regular, frequent contact by phone, text or email as appropriate

Volunteers who are involved with us on a regular basis receive scheduled support and supervision sessions held at regular intervals appropriate to their role.

Scheduled support and supervision sessions are provided to:

- Discuss how the volunteer is performing in their role
- Recognise successes, achievements and positive progression
- Identify any development needs
- Discuss any issues or concerns
- Discuss plans or aspirations

Notes may be recorded on supervision forms and used throughout a volunteer's experience with us. Supervision may on occasion be done verbally without additional written notes. If any concerns are raised, written notes will be required.

Volunteers undertaking short, one-off opportunities receive support and supervision during and at the end of their involvement with us.

Peer-to-peer support may be provided by a competent volunteer undertaking the same or a similar role who is available and able to support volunteers new to the organisation or to a new role. This can be informally (e.g. one-to-one, in pairs or in small groups) or more formally as mentors or buddies. However, where this is done, it is important to identify the support, knowledge and skills the experienced volunteer needs to carry out the support role.

Where groups of volunteers carry out a similar role or are involved in a specific activity, regular group sessions may be arranged as a useful, cost effective way to provide support and supervision.

Group sessions (organised electronically or in person) are provided to:

- Discuss common issues and concerns
- Facilitated group learning and development
- Share ideas and suggestions
- Present information and updates
- Build relationships and peer support

Support and supervision sessions are the best way to make sure volunteers give and receive feedback as they provide an opportunity for an open and honest two-way conversation. It is an opportunity to talk in a confidential setting and for the supervisor to listen to and discuss the wants, needs and concerns of the volunteer.

Feedback provided to the volunteer should be clear, honest and competence based. It should balance positive feedback and praise for achievements with any specific areas of concern or areas for development. Where there are problems with performance or behavior these should be raised and presented as a shared problem and discussed to agree ways to address any issues.

We are committed to providing positive and rewarding experiences for volunteers. However, we realise problems do occur occasionally and we are committed to making sure a transparent process is available to resolve any issue.

We aim to resolve all problems openly, fairly and quickly to:

- Protect the volunteer and anyone else involved
- Minimise any disruption to other volunteers, patients or staff
- Demonstrate we respect our volunteers

- Protect the reputation of the organisation

Details of volunteer support and supervision, including problem solving, are recorded and passed to the Volunteer Services Manager.