



<b>POLICY / PROCEDURE INFORMATION</b> <b>(Policy no VOL01)</b>	
<b>Subject</b>	<b>Volunteer Policy</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>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 July 2021
<b>Authorised by (when)</b>	Strategy and Corporate Governance Group July 2021
<b>CQC Standard if applicable</b>	
<b>Links to other Policies</b>	Managing Concerns and Performance of Volunteers Policy VOL03  Recruitment and Selection of Volunteers Policy VOL07
<b>Summary</b>	Volunteers are an integral part of Nottinghamshire Hospice, and this policy aims to cover all aspects of the volunteering role.
<b>This policy replaces</b>	

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Reviewed date</b>
Original policy written by Stacey Shillingford, Volunteer Manager	April 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 onto website	July 2021	July 2024

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## **1. Introduction**

Nottinghamshire Hospice is a registered charity and regulated by the Care Quality Commission. It cares for people who are registered with a GP within Nottinghamshire City and County that have been diagnosed with any Life Limiting Illness

All Nottinghamshire Hospice services are delivered and based on individual patient needs; it is a way of caring for people. We aim to add life to days for people that have been told that their illness cannot be cured. It helps people to live as actively as possible after diagnosis until the end of their lives, however long that may be. The highest value is put on dignity, choice and respect.

Nottinghamshire Hospice offers a free service to patients and their loved ones which aims to take care of not only the physical needs of patients but also their emotional, spiritual and social needs. We offer support to families and close friends, both during the illness and in bereavement.

Nottinghamshire Hospice works in close partnership with other Palliative care providers across the East Midlands to ensure a consistency of high quality palliative care.

## **2. Legislative Framework**

Volunteering is any activity that involves spending time doing something to benefit someone else (individuals or groups) or the environment and is normally unpaid. Central to this definition is the fact that volunteering must be a choice freely made by each individual. This can include formal activity undertaken through public, private and voluntary organisations as well as informal community participation.

The relationship between Nottinghamshire Hospice and its volunteers is based on the mutual desire to achieve the charity's objectives. There is no legally binding relationship between either party or a contract of employment. As a volunteer there is no obligation upon you to undertake work nor is the Hospice under an obligation to provide you with work.

## **3. Scope**

The scope of opportunities available at Nottinghamshire Hospice to volunteers is very broad and includes assisting the patients, helping in our charity shops and completing administrative tasks, along with many other varied roles.

## **4. Recruitment**

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equality and Diversity Policy HR00021. The applicant will have to complete an application form, and help can be given with this if necessary. The applicant will be interviewed by a Line Manager and the Volunteer Services Manager/Coordinator and if successful two references will be requested and processed.

Volunteer roles based at the hospice will required to undertake a DBS check before commencing

their role. This is to ensure there is nothing on record which may prevent the volunteer from volunteering. If a check is required, this will be mentioned at the application stage.

Volunteer roles which will require a DBS check are:

- Volunteer Counsellors
- Support Service Volunteers
- Meet and Greet Volunteers
- Activity Volunteers
- Volunteer Drivers
- Volunteers Patient Escorts
- Volunteer Administrators
- Volunteer Gardeners
- Trustees

Depending on the role, the DBS may be standard or enhanced with checks on the barred list if required.

## **5. Induction and Training**

There will be an induction programme prepared and delivered at the Hospice's head office at Woodborough Road. This will include core modules :

- Introduction to the organisation
- Introduction to Palliative care and Nottinghamshire Hospice
- Volunteer roles, responsibilities and boundaries
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- Meeting the needs of our patients and their family
- An introduction to loss, grief and bereavement
- Reflection and Self Care
- A tour of the Hospice to include Fire Exits and Evacuation Procedures for the hospice building ( if you are volunteering in shop, you will have an shop specific induction)
- Copies of any relevant policies, including the Health and Safety Policy and access to Policy Doc the Hospice's virtual policy app.
- Other information as appropriate

There may be additional mandatory training that all volunteers will be required to complete before commencing their role.

After the initial training, further training will be delivered via an E learning provider, Blue Stream Academy.

There will be a trial period of 4 weeks to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made at the end of the trial period by the volunteer's Line Manager.

## **6. Health and Safety**

Nottinghamshire Hospice has a Health and Safety Policy which is relevant to volunteers and copies being given out when volunteers are inducted into the organisation. Volunteers have a duty to act

according to Nottinghamshire Hospice Policies– this includes reporting any accidents, incidents and near misses to their Line Manager immediately.

## **7. Expenses**

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All essential travel expenses, if required, will be reimbursed upon receipt of a completed expense form and travel tickets/mileage details, which can be handed to your Line Manager or the Finance department. All payments of volunteer expenses are at the discretion of the Volunteer Services Development Manager and must be agreed in advance. Please see the Volunteer Expenses VOL09 Policy for further information.

## **8. Appearance and Dress code**

Employees and volunteers are expected to dress in a manner consistent with the nature of work performed. The attire must be appropriate, clean, tidy and respectful.

## **9. Change of Details**

If a volunteer has a change in circumstance or needs a change in details it is the responsibility of the volunteer to keep the volunteer services team or their line manager up to date with these changes.

## **10. Right of search policy**

To safeguard volunteers and staff and to ensure there is no abuse with regard to the removal of company property, the charity reserves the right to search any person or the contents of parcels or vehicles entering or leaving the premises. All searches will be conducted in the presence of a third person and individuals will have the right to ask that another independent witness is present if so required. Please see the Right to Search Policy (HR00017) for further information.

## **11. Bullying & Harassment**

Nottinghamshire Hospice policy dictates that the harassment or bullying of any of its volunteers, members or staff is unacceptable behavior. Any harassment or bullying that is reported must be dealt with in accordance with the volunteer managing concerns or performance policy in order to comply with Nottinghamshire Hospices duty of care. Please see the Bullying and Harassment Policy (HR00022) for further information.

## **12. Support**

The Line Manager will offer support to the volunteer and, where appropriate there will be a briefing session at the beginning and a de-briefing at the end of each session. The Line Manager will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.

### **13. Insurance**

Nottinghamshire Hospice has a valid insurance policy (Public Liability and Employers Liability) which provides cover for volunteers; this is available to read upon request.

### **14. Confidentiality**

Nottinghamshire Hospice's process requires that a Data Protection and Confidentiality agreement must be completed and retained on file, which all volunteers are requested to sign.

### **15. Respect for Colleagues**

Nottinghamshire Hospice strongly upholds that all staff and volunteers respect other workers and volunteers and ensure that the team is acting consistently. This is to support each other, and not contradict one another, to share work load and give a consistent message, so that all volunteers know what they can expect of all workers and so that unrealistic precedents are not set.

### **16. Socialising**

At Nottinghamshire Hospice we strongly advise against socialising with patients outside of work time. Nottinghamshire Hospice also advocates against having sexual relations with staff, volunteers or patients. This is to ensure that socialising with volunteers or staff does not blur the private and professional roles. Socialising can make maintaining confidentiality difficult. Other workers / volunteers may be resentful or suspect favouritism. In the case of patients, socialising or sexual contact is never acceptable. If you would like to see a patient outside of working hours you will need to discuss this with Director of Care or the Volunteer Services Manager to explain the reasons why.

### **17. Personal Information**

At Nottinghamshire Hospice we ask that no volunteer gives out personal information about other staff, volunteers, or patients and be very careful about information you disclose about yourself. For example don't give out addresses, phone numbers, health information, social details etc.

### **18. Phone Usage policy**

At Nottinghamshire Hospice we ask that no volunteer uses their phone on either the shop floor or within the Hospice except on designated breaks. Phones should not be used at any time within the Day Therapy Unit whilst patients are present. If you need an exception to this policy, speak to your Line Manager or the Volunteer Services Manager and explain your situation.

### **19. Smoking policy**

Nottinghamshire Hospice operates a strict no-smoking policy. Smoking is absolutely prohibited on the premises of the Hospice site, any retail facility or in any immediate vicinity. Volunteers caught smoking on the premises may have disciplinary action taken against them. E-cigarettes are unregulated nicotine products for which there is insufficient evidence of safety. In view of this the use of e-cigarettes is not permitted either. Please see the Smoking Policy ( HR00011) for further information

## **20. Drink/Drugs**

Volunteering under the influence of alcohol or non-prescribed drugs is strictly against Nottinghamshire Hospice Alcohol and Drugs policy HR00016 and ethos. If you are found to be volunteering under the influence of alcohol or non-prescribed drugs you will be asked to leave the premises and the volunteer performance management policy will be used. Please see the Alcohol and Drugs Policy (HR0001) for further information

Nottinghamshire Hospice also advises against volunteering in certain roles whilst using strong prescribed drugs these can also be dangerous and impair judgement. Also volunteers should not work when their functioning is impaired due to ill-health.

## **21. Participating in Illegal Behaviour**

Nottinghamshire Hospice Volunteers are not to condone or participate in behaviour which is either illegal, unwise from a safety point of view, or which is discriminating or oppressive to others. All volunteers should behave as responsible adults, and could be held accountable for any resulting actions e.g. accidents, harassment, arrests etc.

## **22. Gifts**

Nottinghamshire Hospice volunteers are not to give/receive personal gifts to/from patients or staff. The giving/receiving gifts may give the impression of favouritism. Receiving gifts from patients may raise the patient's expectations of the level of support you can provide – it blurs professional boundaries.

**Exceptions** – It may be appropriate to give/receive a small gift to/from the whole team in recognition of a particular event or piece of work.

## **23. Lending/Borrowing**

Nottinghamshire Hospice volunteers are not to lend to or borrow from patients or other volunteers, especially money.

## **24. Buying/Selling**



Nottinghamshire Hospice volunteers are not to buy anything from/sell anything to patients.

## **25. Resolving Problems**

The relationship between the Nottinghamshire Hospice and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with Nottinghamshire Hospice's standards it will be dealt with in the following way:

1. Initially with a meeting with the Line Manager who will explain the concerns.
2. If this does not resolve the concern, then a meeting with the Line Manager and Volunteer Services Manager will be convened.
3. If your work still does not meet with our standards then we may have to stop using your services.

At all times you will be able to freely state your case and can have a representative to accompany you.

If you are dissatisfied with any aspect of your work you should initially explain your dissatisfaction with your Line Manager. If that does not resolve the concern then a meeting with the Volunteer Officer should be convened.

## **26. Statement of Agreement**

Volunteers will not have a contract with Nottinghamshire Hospice nor will they be considered an employee.

A written volunteer agreement is included in the Volunteer Handbook to clarify the intended relationship between the volunteer and Nottinghamshire Hospice. The Hospice will end a voluntary placement with immediate effect in cases of concern relating to harm or risk of harm by a volunteer.