

GUIDANCE

Subject	Bereavement Support Service Volunteers Home Working Guidance CG004
Applicable to	Volunteers within the Bereavement Support Service
Date issued	December 2023
Next review date	December 2024
Lead responsible	Director of Care
Guidance written by	Head of Bereavement Service
Authorised by	Director of Care
CQC Standard	
Links to Policies/Procedures	Bereavement Support Service Policy
Summary	Guidance on recruitment and procedures for homeworking for volunteers of the Bereavement Support Service.
Target Audience	Bereavement Support Service Volunteers

IMPORTANT NOTICE

Staff should refer to the Hospice website or Policies and Procedures folder on the 'N' drive for the most up to date Policy. If the review date of this document has expired it is still valid for 3 months.

After that staff should seek advice from their clinical lead or manager.

<p>1.</p>	<p>Recruitment Process for Fully Remote Volunteers (those who will never attend the Hospice)</p> <p>Application form sent out via post.</p> <p>Interview held over teams.</p> <p>All checks carried out. (Including for counsellors 3 or 4-way agreements, and fitness to practice) as standard.</p> <p>Induction held over Zoom for bereavement service and volunteer hospice induction.</p>
<p>2.</p>	<p>Recruitment – for remote volunteers who can attend hospice.</p> <p>Application sent out via post.</p> <p>Interview face to face.</p> <p>All checks carried out. (Including for counsellors 3 or 4-way agreements, and fitness to practice) as standard.</p> <p>Induction face to face for bereavement service and volunteer hospice induction</p>
<p>3.</p>	<p>Home Working Practices</p> <p>Blue Stream training takes place online.</p> <p>Access to policies via Hospice website (Governance section).</p> <p>Log in to web-based case management system (in place late 2023)</p> <p>Volunteers to be made aware that:</p> <ul style="list-style-type: none"> • they should be working in a closed private room • have access to a lockable cabinet to store notes • all listening devices such as Alexa, Siri etc should be turned off • use their own phone which their number is withheld.

- notes are brief and only used as a reminder for the volunteer, all notes must be anonymised.
- notes are shredded when client has finished support.

All notes will be recorded on case management system by late 2023 and referrals will be accessed on the system.

Referral personal details are passed to the volunteer verbally over the phone, anonymised, unidentifiable information is sent through personal email, this is under review as volunteers will be using a hospice email and the details will be transferred through our email network and case management system. (late 2023)

Volunteers must not have communication with clients via personal email or text messaging.

Volunteers that work in the evening have access to the Bereavement Services Manager's mobile phone whilst they are working the managers phone is left on to access support with circumstances that can't wait until the following day, volunteers are aware in absence of Manager they will contact the hospice's on call manager via the coordinators.

Operational supervision and meetings will be held over teams / zoom which is a subscribed version or verbally on their phone.

Expenses requests are sent by email for payment (counselling supervision).