

## **Overgate Hospice and Overgate Hospice Support**

### **Volunteer Policy (Category: Personnel/Human Resources)**

#### **Introduction**

Overgate Hospice values the contribution made by all volunteers.

Volunteers give their time freely and are involved in and have a positive effect within every department at Overgate Hospice.

#### **Policy Statement**

The aim of this policy is to ensure that volunteers are well supported

Volunteers should be managed and supported to enable them to gain optimum satisfaction and enjoyment from their contribution.

The roles and responsibilities of each volunteer should be clear to ensure that they are aware of the boundaries within which they function.

In circumstances where a volunteer is unable to undertake the assigned role, Overgate may propose an alternative role or advise the volunteer that it is unsafe for them to continue in the role.

#### **Relevant Legislation and Regulation:**

Volunteers are subject to the same work related laws and regulations as employed staff.

Managers are responsible for ensuring that volunteers have appropriate induction, support and training.

Volunteers are included in the staff-related Hospice insurance policy.

#### **Responsibilities**

##### **Senior Management Team**

The Senior Management Team has responsibility for ensuring that the Volunteer Policy is implemented and monitored.

##### **Volunteer Services Coordinator**

The Volunteer Services Coordinator has responsibility for:

- coordinating the Volunteer Service and liaising with Department Heads/Direct Managers about volunteer related issues.
- helping with the recruitment, induction, support, monitoring and evaluation of the volunteers, working closely with Department Heads.
- Working in conjunction with Department Heads, to ensure that the induction process includes training in Overgate policies and procedures relevant to the working area of the Volunteer.

## **Department Heads**

Department Heads are responsible for ensuring that volunteers have a named line manager within the service area they are working and that appropriate supervision and training are in place.

## **Volunteers**

Volunteers are responsible for:

- complying with all Overgate policies and procedures, including confidentiality and no smoking.
- reporting any concerns relating to the Volunteer policy (and any other policies) to their line manager and/or the Volunteer Services Coordinator.
- informing their line manager of any change in circumstance or if they become unavailable for their volunteering work.
- adhering to health and safety procedures and being responsible for their own health and safety whilst volunteering.

## **Area of Work**

Volunteers work in most areas within Overgate and Overgate Hospice Support Company. The level of commitment will be agreed between the volunteer and the Volunteer Services Coordinator and/or the line Manager following successful interview.

Volunteers under the age of 16 are not permitted to work in charity shops or clinical areas, exceptions may be made for instances such as work experience this is at the discretion of the Volunteer Services Coordinator and the volunteer will be supervised at all times. Subject to parental/guardian support, teenagers under the age may provide voluntary support to fundraising events.

## **Recruitment**

Overgate's volunteer recruitment procedures must be followed, including compliance with legislation relating to discrimination.

Volunteers working in specified areas will require a satisfactory Disclosure and Barring Check (DBS) before he/she starts work within Overgate.

Volunteers who have had a recent bereavement are not usually permitted to volunteer in clinical areas for at least twelve months however the discretion of the Department Head and the Volunteer Services Coordinator will be used in these situations.

## **Induction and Training**

Volunteers are required to attend induction training before they commence their voluntary role.

Volunteers will be given opportunity to access ongoing training and support pertinent to their role and experience within Overgate resources.

Volunteers must only be asked to perform tasks which they have the necessary skills and experience.

Volunteers will be supported and managed on a day to day basis by their Line Manager with any additional support from the Volunteer Services Coordinator as required.

The Line Manager and volunteer will meet at agreed intervals to discuss successes and any areas of concern and agree any remedial action if required.

### **Code of Conduct**

Volunteers, like staff, must conduct themselves in an appropriate manner as described in the role description and the volunteer induction booklet. In the event that a volunteers behaviour is deemed inappropriate, his/her involvement with Overgate may be terminated.

### **Disciplinary and Grievance Procedures**

Overgate' s disciplinary and grievance policy applies to volunteers. Due to the sensitive nature of the work of Overgate, any breach of confidentiality is likely to lead to termination of their voluntary involvement.

### **Reimbursement**

Volunteers are eligible to claim out of pocket expenses subject to completing an expense form and providing satisfactory documentary evidence of expenses and providing bank details to enable the reimbursement to be paid.

Volunteer drivers using their own vehicles for hospice business must show the Volunteer Services Coordinator their driving licence and insurance details. They must ensure that their insurance company is notified about the vehicles use for hospice activity.

**Policy Date:** January 2015

**Next Review Date:** January 2016

**Lead Professional:** Fundraising and Retail Manager