

# RECRUITMENT OF VOLUNTEERS

<b>VERSION No</b>	4
<b>REVIEWED BY</b>	Registered Manager (MP)
<b>NUMBER OF PAGES</b>	3



## Policy Statement

*A volunteer is a person who gives freely of their time, skills and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require particular skills, whereas others require none. Volunteering may be for a limited time to complete a particular project, or it may be on an ongoing basis.*

*This organisation recognises the immense benefits that volunteers bring to the organisation, in addition to the bridges that they build between the organisation and the local community. In return, the organisation hopes to give its volunteers an opportunity to exercise their skills in a chosen environment, and to undertake new experiences, including appropriate training, where required. This organisation tries to offer a range of volunteering opportunities and, in accordance with its equal opportunities and diversity policies, to ensure that the opportunity to volunteer is widely available.*

*A volunteer is not an employee and will not have a contract of employment with this organisation. The organisation will agree upon a role with the volunteer, with the expectation that the volunteer will meet the role's requirements and that the organisation will provide tasks for the volunteer. However, the volunteer is free to refuse to fulfil the role, just as the organisation is not bound to provide the tasks. It is also expected that both this organisation and the volunteer will give as much notice as possible if unable to meet these expectations.*

## The Policy

Roles suitable for volunteers are identified by the relevant manager, who will draw up a volunteer outline. This will set out the requirements of the role and the skills or experience needed, as well as induction and any training that is required before the volunteering can be undertaken. Volunteers will not be used as substitutes for employees.

## Recruitment

A person wishing to become a volunteer will be asked to complete an application form. The selection and recruitment requirements for employed staff (see Recruitment and Selection Policy) will be followed for volunteers to ensure that our residents are safeguarded. References will be required and, depending on the nature of the role, the prospective volunteer may be required to undergo a Disclosure and Barring Service (DBS) check and a health assessment, as required by the Care Quality Commission processes. Equality and diversity will be adhered to in all recruitment and selection.

## Volunteering Agreement

The volunteer will be invited to enter into a volunteering agreement with this organisation. This agreement will identify:

- the volunteer's role;
- the training that the volunteer is expected to undertake;
- the expenses that the organisation will pay to the volunteer;
- the insurance cover that will be provided for the volunteer;
- who will supervise the volunteer; and
- the notice that will be given to a volunteer if their role is to come to an end.

## Training

This organisation will provide an Induction and the specific training required for the role, including: safeguarding, health and safety and equal opportunities training. Relevant qualifications will also be encouraged, where applicable.

## **Health and Safety**

This organisation has a responsibility for the health and safety of volunteers. Volunteers should, at all times, follow health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside of their authorised area or tasks. Volunteers should report all accidents to their supervisor.

## **Recompense**

Volunteers are, by definition, unpaid; however, the organisation will reimburse volunteers for additional travel and subsistence expenses.

## **Policies and Procedures**

Volunteers are expected to comply with all this organisation policies while they are on its premises or undertaking any of their volunteering duties. These policies and procedures will be explained in their induction.

## **Insurance**

This organisation will ensure that volunteers are covered for insurance purposes with respect to personal injury. The organisation will also ensure that volunteers are provided with professional and public liability insurance. The insurance will not cover unauthorised actions, or actions outside of the volunteering agreement.

## **Confidentiality**

Volunteers are likely to become aware of confidential information. Volunteers should not disclose this information, or use it for their own or another's benefit, without the consent of the party concerned. This organisation's Confidentiality Policy and Data Protection Policy must be adhered to.

## **Supervision**

A supervisor will be appointed to support and manage the volunteer. The supervisor will review the arrangements after three months, and thereafter on a regular basis. If the volunteer has any queries, or would like to change their role, this should be discussed with the supervisor.

## **Dealing with Problems**

The supervisor will normally try to solve any problems informally, but if this is not possible then the volunteer can make a formal complaint, wherein the formal disciplinary and grievance policy and procedure will come into operation.

If a complaint is made about the volunteer then this will be notified to them in writing and the supervisor will decide any action should be taken.

## **Volunteer drivers**

Any volunteers who will be transporting equipment or people using a vehicle provided by this organisation must have a current Disclosure and Barring Service (DBS) check and a valid, clean driving license. They will be covered by the organisation's insurance policy. Where the volunteer will be using their own vehicle, they must provide a copy of the vehicle's insurance policy and, if appropriate, the MOT certificate. The volunteer must report any accidents to the organisation. They must also report any motoring offences or police cautions to this organisation; the organisation will not pay any parking fines accumulated by the volunteer.

## **Volunteer's pack**

On commencement of voluntary work, the volunteer will be given a pack containing:

- ✔ general information about the organisation
- ✔ a copy of this volunteering policy
- ✔ a standard volunteering agreement
- ✔ details of where to access the organisation's policies and procedure.

### ***Related Policies***

*Adult Safeguarding*

*Confidentiality*

*Data Protection*

*Disclosure and Barring Service (DBS)*

*Equal Opportunities*

*Recruitment and Selection*

## **Volunteer Agreement**

**Name:** .....

This organisation encourages and welcomes volunteers. This agreement sets out the relationship between a volunteer and this organisation. This agreement is binding in honour only; it is not intended by the parties to be a legally- binding agreement, nor is it intended to create an employment relationship between us.

### **Referees and Checks**

We require you to provide two referees. We may also require you to be checked by the Disclosure and Barring Service (DBS) to comply with our statutory requirements with the Care Quality Commission (CQC).

### **Your Role as a Volunteer**

The tasks that you will be asked to undertake as a volunteer are: .....

### **What You can Expect from Us**

This organisation will provide you with:

- ✔ An introduction to this organisation and your volunteering role within it, as well as Induction and training related to your responsibilities as a volunteer;
- ✔ A supervisor who will oversee your volunteering, and with whom you can discuss your tasks;
- ✔ A review of your volunteering role after three months, typically conducted by your supervisor;
- ✔ Personal liability insurance to cover you during fulfilment of authorised volunteer tasks;
- ✔ Reimbursement of your expenses. The organisation does not want you to be disadvantaged financially as a result of volunteering. It will therefore reimburse you for any additional expenses or any additional travel costs outside those normally incurred, to be agreed in advance with your supervisor. All expenses must be submitted, with receipts where possible, to your supervisor

### **What We Expect from You.**

We have agreed that you will be available at .....

If, for any reason, you will not be attending we would be grateful if you could let us know as soon as possible so that a substitute can be found or different arrangements can be made. If we have no tasks for you then we will let you know as soon as possible.

### **Confidentiality**

In the course of your volunteering you will come across confidential information. You must respect this confidentiality and not use the information to benefit yourself, or disclose the information to others, except where there is a danger of harm or potential harm to residents, colleagues or self.

### **Policies**

You will follow: Health and Safety, Diversity and Equal Opportunities Policies, Safeguarding and the Code of Conduct for workers in the health and social care sector. These can be found in the staff room, nurses' office or on our website: [www.bendigonursinghome.co.uk](http://www.bendigonursinghome.co.uk)

### **Ideas and problems**

You may have ideas for the better performance of your tasks or of ways in which we can meet our objectives as an organisation. Please discuss these with your supervisor. You may run into problems when performing your tasks. You should discuss any problems with your supervisor. Your supervisor will discuss with you any issues that they may have with your tasks. If you would like to change the arrangements for your volunteering, or to move to a different kind of volunteering, these issues should also be raised with your supervisor.

### **Termination**

Either you or the organisation is able to terminate this agreement at any time, with or without prior notice.