

## **Voluntary Services Policy**

### **Introduction**

The Trust Recognises the important contribution those volunteers make complimenting the work of its staff and supporting patient care.

The Trust is committed to encouraging and enabling a diversity of people to become and to continue as volunteers.

The Trust seeks to develop good practice on volunteering by involvement with voluntary and community organisations, schools, colleges and local businesses.

This policy will apply to all volunteer activities within the Trust including those promoted by external voluntary organisations for example, League of Friends, Pets as Therapy, Red Cross and Radio Horton/Radio Cherwell

The role of volunteers is complimentary not supplementary to that of employed staff and volunteers will not be used to fill temporary or vacant positions.

### **Volunteer Policy**

#### **1. Voluntary Services Department - Role and Responsibilities**

1.1 The Role of the Voluntary Services Department is to:

1.1.1 Establish clear policies for the involvement of volunteers

1.1.2 Enable members of the local community to volunteer and participate in the work of the Trust with a view to benefiting both the patients and the members of the public.

1.1.3 Establish a framework for recruiting and supporting voluntary activity within the Trust

1.1.4 Provide training for volunteers where appropriate

- 1.1.5 Ensure volunteers are supported and monitored
- 1.1.6 Work closely with other voluntary organisations that provide help within the Trust, for example League of Friends, Hospital Radio, Pets as Therapy, who are responsible for their own groups of volunteer
- 1.1.7 To determine and establish the volunteering opportunities on offer
- 1.1.8 To improve and recognise the role, rights and responsibilities of volunteers
- 1.1.9 To communicate the commitment, importance, and value of volunteering

## **2. The Voluntary Services Coordinators**

- 2.1 The Voluntary Services Coordinators will be responsible for:
  - 2.1.1 Recruiting, selecting, screening and appointing volunteers
  - 2.1.2 Ensuring Criminal Records Checks (CRB) and health screening are undertaken when appointing all volunteers
  - 2.1.3 Ensuring there is a Volunteer information pack for volunteers explaining the application process and the volunteer opportunities available
  - 2.1.4 Establishing with managers and keeping a record of volunteer placements in the Trust and undertaking a risk assessment of the placements
  - 2.1.5 Ensuring all volunteers have written placement description
  - 2.1.6 Ensuring there is support and supervision of volunteers
  - 2.1.7 Ensuring there is induction and training available for volunteers
  - 2.1.8 Ensuring there is a health and safety induction for volunteers
  - 2.1.9 Monitoring the volunteers progress and giving support if necessary

2.1.10 Maintaining links with League of Friends, Radio Cherwell and other Voluntary Organisations

### **3. Volunteer Applications**

3.1 The Voluntary Services Co-ordinators will manage all volunteer applications:

3.1.1 Volunteers must be 16 years of age or over. There is no maximum age for a volunteer

3.1.2 Applications should be in writing

3.1.3 An application form must be completed

3.1.4 Two References will be obtained

3.1.5 All Volunteers will complete a health declaration form and be screened by the Occupational Health Department

3.1.6 All volunteers will complete a Criminal Records check form.

### **4. Appointment of volunteers**

4.1 The appointment of a volunteer is subject to references, satisfactory health clearance and criminal records check.

4.2 The selection of a placement for a volunteer will be in consultation with the appropriate manager and the Voluntary Services Co-ordinator.

4.3 Once volunteers have been selected and placed appropriately the following will be completed by the Voluntary Services Co-ordinator

4.3.1 Honorary Contract

4.3.2 Health and safety induction

4.3.3 Issued with an ID badge

- 4.3.4 Issued with a written placement description
- 4.3.5 Issued with volunteer guidelines
- 4.4 The volunteer will receive a specific induction and orientation under the supervision of the area/department staff
- 4.5 Any specific training required will be agreed with the voluntary services co-ordinator and appropriate manager. Where necessary, the volunteer will attend training on the following: Manual Handling (non clinical), Hygiene, Infection control, Managing aggressive behaviour.
- 4.6 All volunteers will be issued with a handbook that will include information on Health and Safety procedures, Trust policies, Confidentiality, Infection Control, Dress code, Parking, and Expenses etc.

## **5. Role and Responsibilities of Volunteers**

- 5.1 The role and responsibilities of volunteers are as follows:
  - 5.1.1 Commit to at least one day per week between 2 and 4 hours for at least 6 months (there may be exceptions to this, for example, overseas students).
  - 5.1.2 Attend regularly and sign in on arrival and out on leaving in the diary register.
  - 5.1.3 Dress smartly and wear the issued I.D. Badge
  - 5.1.4 Be friendly, welcoming and able to listen
  - 5.1.5 During the first 8 weeks that a volunteer commences helping there will be a probationary period, to ensure the suitability for all concerned
  - 5.1.6 Undertake the duties specified in the written placement description

5.1.7 Not become involved or assist in any clinical treatment.

5.1.8 Not undertake tasks normally carried out by employed staff.

5.1.9 Volunteers are subject to all Trust policies

5.1.10 Be aware of the Volunteer guidelines issued by the Voluntary Services Department

## 6. Occupational Health Screening

6.1 All volunteers will be required to be health screened and this includes those volunteers helping for other voluntary organisations for example League of Friends.

6.2 Occupational Health Clearance is based on an individual assessment.

6.3 Following assessment the Voluntary Services Department or Voluntary Organisation will be advised of any recommendations that are necessary for the well being of the volunteer.

6.4 If a volunteer has a significant patient contact they may require further screening within the Occupational Health Department regarding immunisation status.

## 7. Criminal Records Checks

7.1 A Criminal Records Check will be made on all volunteers helping in the Trust which includes those volunteers helping for other voluntary organisations for example League of Friends.

7.2 The Voluntary Services Department, or other Voluntary Organisation in liaison with the Human Resources Department will undertake the checks

7.3 Process for the Checks

7.3.1 All volunteers will be required to complete the a Disclosure Application form on appointment (sections A-H)

- 7.3.2 Sections X will need to be completed by the Voluntary Services department or other voluntary organisation.
- 7.3.3 Section Z will need to be signed by an authorised countersignature for the Trust and therefore all forms should be sent to the Corporate Human Resources Department.
- 7.3.4 Any Volunteers working with children or vulnerable adults will need to undergo an Enhanced Check and this will need to be indicated to the Human Resources Department when submitting the form for countersignature.
- 7.3.5 The Voluntary Services Department in the Trust will be required to retain a list of all those volunteers in all voluntary organisations who have been checked.

## **8. Benefits for Volunteers**

### **8.1 Travel Expenses**

- 8.1.1 The Voluntary Services Department will reimburse all reasonable travelling expenses. Volunteers must complete and submit a monthly travel claim form and will be reimbursed by cheque or petty cash.

### **8.2 Meal /Drink Vouchers**

- 8.2.1 Drink Vouchers are available for volunteers. These are issued to each site by the Voluntary Services Co-ordinators.
- 8.2.2 Some volunteers will be eligible for a meal voucher whilst helping and these will be issued by the Voluntary Services Department.
- 8.2.3 The above expenses are for Trust registered volunteers only other Voluntary Organisations for example League of Friends will make arrangements for their volunteers to claim expenses, meals and drinks.

### **8.3 Parking Permits**

- 8.3.1 As parking at the hospitals is at a premium where possible volunteers will be encouraged by the Voluntary Services Department or other Voluntary Organisations to Park and Ride or use public transport.
- 8.3.2 All volunteers are subject to the conditions that apply to staff parking permits, but permits issued to volunteers will be free of charge
- 8.3.3 The Voluntary Services Manager or other Voluntary Organisations will monitor all applications for a parking permit
- 8.3.4 The permit application form must be submitted and signed by the Voluntary Services Manager or official of another Voluntary Organisation within the Trust.
- 8.3.5 Where appropriate will suggest alternative options as follows:
  - 8.3.5.1 Park and Ride and reimbursement of travel expenses
  - 8.3.5.2 Pay and Display particularly for volunteers who only help for example once a month
  - 8.3.5.3 Review age and ability and disability
  - 8.3.5.4 Day Permits In exceptional circumstances issue a day permit to those volunteers helping only once or twice a month or delivering.
- 8.4 Disabled volunteers will not require a permit as they can park in the designated Disabled spaces.
- 8.5 If a Volunteer with a permit incurs Parking charges whilst helping the Voluntary Services Department the Trust will reimburse these expenses providing a travel claim form is completed and submitted.

## **9. Conflict of Interest**

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9.1 Whilst volunteers are helping in the Trust they should declare any actual or potential conflict of interest that exists at the time of their appointment, or that arises during the course of their volunteering. For example, you should declare any business interest, position of authority in a charity or voluntary body in the field of health and social care and any connection with a voluntary or other body contracting for NHS services. Further guidance on this matter is available in the document entitled "Standards of Business Conduct" and "Codes of Conduct and Accountability" available from the Human Resources Department.

## **10 Insurance**

10.1 The Trust has a legal responsibility to ensure the health and safety and welfare of people on their premises and people who may be affected by an activity of the employer even if they are not employees. The Trust's insurance covers volunteers in the same way as employees

10.2 No liability can be accepted for Loss or damage to personal property on premises owned by the Trust and volunteers are advised to provide their own insurance.

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