Torbay and South Devon NHS
NHS Foundation Trust

Volunteer Policy
H10

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Equality and Diversity	
Health and Safety	
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Amendment History

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VOLUNTEER POLICY

1 Policy Statement

1.1 Torbay and South Devon NHS Foundation Trust (hereafter referred to as the Trust) recognises the important role that volunteer activity plays in complementing the work of its staff, and welcomes the varied contribution that volunteers make.

1.2 This Volunteer Policy sets the minimum standards for the way the Trust works with and supports volunteers directly accountable to the Trust and those belonging to partnership organisations e.g. League of Friends and Hospital Radio.

2 Purpose

2.1 The purpose of this policy is to define the guidelines for the involvement and management of volunteers across the Trust. This policy aims to:

- ensure a fair and consistent approach to the recruitment of volunteers
- promote good practice and a consistent approach to volunteer management
- clarify the role of volunteers and the relationship between volunteers and paid members of staff within the Trust
- acknowledge the value of the contribution made by volunteers
- confirm the commitment of the Trust in involving volunteers in its work

3 Scope

3.1 This policy applies to prospective and current volunteers of the Trust. It will be applied to assist wards/department co-ordinators and other staff who work with volunteers as part of their role.

3.2 The tasks to be carried out by volunteers will be clearly defined in a role description so that both paid staff and volunteers are sure about their respective roles and responsibilities.

3.3 The value of volunteers is in complementing the work of paid staff, not to substitute it; therefore the roles carried out by volunteers will not threaten the livelihood of paid staff.

3.4 Volunteers who are deployed within the Trust from other voluntary organisations are also expected to abide by the practices and procedures set out in this policy.

This policy does not cover:

- Work experience placements
- Honorary contract employment
- Shadowing days

4 EQUALITY AND DIVERSITY STATEMENT

4.1 The Trust is committed to preventing discrimination, valuing diversity and achieving equality of opportunity. No person (staff, patient or public) will receive less favorable treatment on the grounds of the nine protected characteristics (as governed by the Equality Act 2010): sexual orientation; gender; age; gender re-

assignment; pregnancy and maternity; disability; religion or belief; race; marriage and civil partnership. In addition to these nine, the Trust will not discriminate on the grounds of domestic circumstances, social-economic status, political affiliation or trade union membership.

4.2 The Trust is committed to ensuring that all services, policies, projects and strategies undergo equality analysis. For more information about equality analysis and Equality Impact Assessments please refer to the Equality Analysis Procedure.

5 Roles and Responsibilities:

5.1 Chief Nurse

The Chief Nurse has executive responsibility for volunteers within the Trust and will report to the Trust Board.

5.2 Volunteer Lead

The Volunteer Lead has responsibility for:

- Development of a Trust Volunteer Strategy
- Leading implementation of this Volunteer Strategy, and relevant future developments
- Ensuring that these are undertaken in light of legal requirements and national best practice guidance eg NAVSM (National Association of Voluntary Services Managers), in coordination with voluntary sector partners, and most importantly in partnership with our volunteers and their managers.

5.3 Volunteer Services Manager

The Volunteer Services Manager has responsibility for:

- Operational Management of the Service
- Ensuring robust systems are in place for the recruitment, training and ongoing support for volunteers and their managers in line with this and other Trust policies
- Promoting volunteering within the Trust and working with both Trust staff and external organisations to develop new opportunities.
- Dealing with any disputes that cannot be addressed by volunteer managers.

5.4 Volunteer Services Co-ordinator (VSC)

The Volunteer Service Co-ordinator has responsibility for:

- Managing the recruitment and selection of volunteers
- Developing and implementing new volunteer roles in partnership with staff
- Providing day-to-day advice and support to managers, staff, and volunteers in matters relating to volunteering.
- Processing new volunteering applications and allocating placements
- Coordinating effective communication with all parties.
- Coordinating training and celebration events for volunteers and their managers.

- Coordinating processes and materials for volunteers and their managers

5.5 **Volunteer Services Administrator**

- First point of contact with Volunteer Services, for volunteers, volunteer managers and members of the public
- Maintaining database and up-to-date records of volunteers including personal details, clearances, training, and their placement.
- Supporting the recruitment and selection of volunteers by chasing references, issuing paperwork, DBS signatory etc.
- All administrative processes linked with training of volunteers including HIVE training
- Edit Volunteer newsletter 'Volunteer Focus – Willing Hands'

5.6 **Named Volunteer Manager**

The named Volunteer Manager with whom the volunteer is placed is responsible for:

- Providing volunteers in their area with a local induction
- Support and training to enable the volunteer to carry out their role
- Providing clarity and direction about the volunteer's role and responsibilities
- Providing day-to-day supervision and management of volunteers in their area
- Undertaking a review meeting with the volunteer after four sessions, which constitute the 'trial period'
- Notifying the Volunteer Services of any volunteers who have terminated their placement, either temporarily or permanently
- Ensuring that they and their staff are familiar with this policy
- Upon request validate the information which Volunteer Services holds about their volunteers such as days of work / rotas.
- Fund and reimburse reasonable out-of-pocket expenses as Section 9.5

Managers are responsible for ensuring that the tasks carried out by volunteers are appropriate to the role as documented in the volunteer role description, and that the volunteers are clear that they should not undertake tasks outside this role.

It is the responsibility of the named volunteer manager to address any concerns regarding behaviour or conduct directly with volunteers, but to keep volunteer services informed, and to flag to them any risks associated with the role.

5.7 **All Staff**

All members of staff who have contact with Trust volunteers should have an understanding of the involvement of volunteers in service delivery and the value they bring in complementing the work they do. Staff need to work alongside and support volunteers and assist in the development and implementation of new volunteer roles and adhere to this policy.

5.8 **Volunteers**

It is the responsibility of the volunteer to:

- Attend Trust Induction

- Attend training which is relevant to the role, and on-going training as required
- Adhere to Trust policies and procedures
- Work within the role description
- Engage with support and supervision arrangements
- Maintain confidential information relating to patients, staff, visitors and volunteers
- Wear a Trust Volunteer ID badge and lanyard whilst volunteering

5.9 **Partnership organisations**

Voluntary organisations operating within the Trust such as Leagues of Friends and Hospital Radio have responsibility for their volunteers as outlined in detail in their respective Memoranda of Understandings or as below where an MoU is not yet in place. The processes which require coordination by the Trust such as clearances and ongoing training will be co-ordinated and managed by the VSC.

For those volunteers deployed on Trust premises, the partnership organisations are responsible for:

- Ensuring their volunteers are recruited in line with NHS Employment Check Standards and are registered with the VSC
- Complying with relevant Trust policies
- Resolve any issues raised within their own organisation
- Notifying the Volunteer Services of any amendments/ cessations to their volunteer details
- Providing relevant information such as days of work / rotas to Volunteer Services on request

6 Volunteers and Paid Staff

6.1 The Trust is committed to the eight general principles governing relations between volunteers and paid workers set out in Section 1: General Guidelines of the 1990 document 'Guidelines for Relations Between Volunteers and Paid Staff'. (*Volunteer Centre UK- 1990)*

6.2 The General Guidelines are:

- Voluntary activity should complement the work of paid staff, not substitute for it.
- The action of volunteers should not threaten the livelihood of paid staff.
- Any change in the level of volunteer activity should be preceded by full consultation between interested parties.
- Agreement on the nature and extent of voluntary activity should be made widely known among intended parties.
- Volunteers are entitled to out-of-pocket expenses
- There should be recognised processes to resolve problems between staff and volunteers.
- In the event of industrial action within the Organisation, volunteers should not be expected to undertake more volunteer hours than they would do in the normal situation.

7 Recruitment and Selection

7.1 Trust Volunteers

The VSC will have responsibility for the recruitment process for Trust volunteers and also those volunteers who belong to other organisations operating on Trust premises.

The recruitment process will comply with the requirements of NHS Employment Check Standards as detailed in the Trust's Recruitment and Selection Policy.

7.2 All prospective volunteers must complete an application form and be formally interviewed. It should be made clear at the enquiry stage of the process that there is a requirement to complete a minimum period of six months' volunteering.

Prior to a placement commencing the Trust must have received:

- Identity checks
- Right to work check
- Two references
- Occupational Health checks
- Pre-Placement declaration
- Disclosure and Barring Service check or self-disclosure as required for the role
- Confidentiality Agreement (Appendix 1)
- Volunteer Agreement (Appendix 2)

7.3 The VSC must be satisfied that the potential volunteer has the personal qualities of:

- Responsibility
- Integrity
- Reliability
- Relevant skills for activities required

7.4 No person will be taken on as a volunteer unless they have attended an interview, which will be documented and a copy retained in the volunteer's personal file. For those volunteers affiliated to other organisations it is the responsibility of the lead for that organisation to ensure the proper procedures have been undertaken.

7.5 Under the provision of the Rehabilitation of Offenders Act (1974) Exemption Order where volunteers have contact with vulnerable persons or involved in regulated activity they are required to declare all previous convictions whether considered spent or unspent. This information will be treated as strictly confidential and will not necessarily preclude a volunteer from taking up a placement.

Should subsequent convictions occur, this must be declared in order that a decision can be made concerning the future involvement of the volunteer. Each situation will be reviewed and assessed on an individual basis by the Recruitment Manager and the VSC.

7.6 Volunteers who are members of external/charitable organizations who perform a role on site should still be registered by the Volunteer Services as outlined in 5.7

8 Induction and Training

8.1 The Trust aim to ensure that volunteers are able to contribute as effectively and

safely as possible. Volunteers will be allocated to a volunteer manager within their area of deployment to whom they are accountable on a day-to-day basis.

Each volunteer will be issued with:

- Role description
- Volunteer Handbook
- A copy of the Volunteer Agreement to sign

Volunteers will also undergo the following training:

- Trust Induction
- Training specific to the role, including mandatory updates
- Local Induction (**see Appendix 3: Local Peer Induction Checklist**)

8.2 Once registered, the volunteer will commence a four week (or four sessions) probationary period. A Probationary Review will then be held to discuss how they are adapting to the role and to assess if further training is necessary (**see Appendix 4: Probationary Review Form**). If they wish to withdraw at this point then refer them to the VSC for a discussion on alternative roles or cessation of duties altogether.

9 Management and Support of Volunteers

9.1 We have signed up to the principles within Torbay Community Development Trust's Volunteer Management Charter:

- We promise that volunteers will be treated with respect, will be kept safe and will be given the necessary support to succeed in their role.
- As an organisation we will embrace the principles of equality and diversity in our management of volunteers and ensure there is a clear and fair recruitment process.
- We will strive to provide the best induction possible for all volunteers, and provide opportunities for organisational involvement and personal development where possible.
- We agree that nobody should be out of pocket as a result of their volunteering, so we will pay appropriate out of pocket expenses to our volunteers or, if we cannot currently pay expenses, we will work towards this as soon as is reasonably possible.
- Valuing the contribution of our volunteers is important to us, and we commit to recognising and rewarding the efforts of volunteers where and when possible.
- We hope that difficulties and issues with volunteers will be avoided through good management practices, but where they do occur we will seek to resolve them promptly and fairly**.**
- Over all, we recognise that providing a safe, supportive and positive experience for our volunteers will be beneficial and rewarding for both parties.

9.2 The named volunteer manager will have day-to-day responsibility for the support of volunteers. The VSC will provide support to the manager and/or volunteer on any aspect of the processes outlined in this policy.

Those who are considering deploying volunteers within their department should be aware of the cost implications of induction and training and the time needed to embed the service successfully. It is therefore essential that volunteers are made to feel that their contribution is valued so that they feel motivated to continue. They are under no obligation to continue with a placement if they feel they are not welcomed or

appreciated.

9.3 The VSC will:

- organise an annual volunteer event
- provide information on volunteer news and events for inclusion in hospital newsletter

9.4 **ID Badges -** Volunteers will be issued with an I.D. badge and lanyard which must be worn at all times whilst on duty. Volunteers are entitled to staff discount on hot food at Torbay Hospital's Bayview restaurant on production of the badge. These must be returned to the VSC on leaving the Trust.

9.5 **Car parking –** At Torbay Hospital, volunteers will need to complete a form to allow their ID badges to be activated to allow free parking in barriered public car parks. This will occur once working patterns have been agreed and Volunteer Services informed. For other sites with chargeable car parks, volunteer permits can be issued as advised by the volunteer manager.

9.6 **Expenses -** Volunteers are entitled to claim out-of-pocket travel expenses. All expenses must be agreed with the volunteer manager. Reimbursement is based on use of the cheapest practical form of transport within a 10 mile radius of the planned location. Agreement on the use of taxis may be appropriate if the volunteer has reduced mobility.

Volunteer claims should be made by completing a Trust Subsistence Form obtainable from the volunteer manager. Transport tickets for relevant journeys should be attached.

9.7 **Insurance -** Registered volunteers 'directly' accountable to the Trust are covered by Public Liability, Professional Indemnity and Related Risks insurance (as laid down by the NHS Litigation authority) provided they are carrying out activities with the agreement of their supervisor and within the guidelines of their role description.

Volunteers 'indirectly' accountable to the Trust, e.g. Leagues of Friends, are only covered by Trust Public Liability insurance and therefore additional insurance cover should be provided by the on-site organiser. There will be an annual requirement to produce evidence of this.

9.8 **Confidentiality -** Volunteers are bound by the same legislation as staff to maintain confidential information relating to patients and their family members, carers, staff and other volunteers. They will be required to sign an agreement to uphold these principles as part of their registration (**see Appendix 1 Confidentiality and Privacy**) Any breach of confidential information will be investigated and the volunteer placement may be ended.

10 Health and Safety

10.1 The safety of patients, staff, volunteers and visitors is paramount. Volunteers are expected to comply with Trust policies, procedures, and guidelines related to safety and wellbeing and to act responsibly and not in a way that may put themselves and others at risk.

11 Problem Solving

11.1 Relationships between staff and volunteers should be harmonious and mutually rewarding. However, it is important that if the volunteer is experiencing problems with a member of staff or another volunteer, or vice versa, action is taken to resolve the situation as quickly as possible in a simple and fair way. To this end the following steps should be taken:

- The volunteer should be encouraged to speak directly to the person who has caused concern to explain the issue as they see it in an attempt to try and resolve the issue
- If the volunteer is not happy with the outcome then the matter should be raised with their named volunteer manager
- If the issue remains unresolved, or is about the named manager, then it can be taken directly to the VSC.
- If the actions or behavior of the volunteer is the cause of concern and cannot be resolved by the named volunteer manager, it should then be referred to the VSC. The volunteer will then have an opportunity to discuss the issue.
- Following investigation, potential outcomes will be discussed to determine the best way forward which may include; additional training or transfer to another more appropriate volunteer role or that the placement may be ended.
- If a volunteer is accused of serious misconduct (this may include, but not be limited to theft, acts of violence, harassment, malicious damage, working whilst under the influence of alcohol/drugs, patient abuse (either physical or verbal), serious breach of confidentiality or Trust Policies), they will be required to suspend their volunteering duties for an agreed time limit while the matter is being investigated. The volunteer will have the right to put their case, but depending on the outcome, may be asked to leave.
- The volunteer may be accompanied at any stage of this process by a person of their choice.
- A written record of the complaint and subsequent outcome will be kept in the volunteer's personal records
- The volunteer will have the right to appeal any decision with the Volunteer Lead.

12. Emergency Planning and Involvement of Volunteers

12.1 Volunteers registered with the Trust have the opportunity to be involved in the event of an emergency both if one occurs whilst they are undertaking their role but also on an on-call basis by prior agreement. It is likely that the tasks they would be required to fulfil would be similar to their normal volunteering role eg League of Friends coffee shop volunteers to assist with refreshments in emergency, Meeters and Greeters to meet, greet and direct people.

13. Training and Awareness

13.1 Advice and support will be provided by the Volunteer Services team to support staff and managers in adhering to this policy and in understanding the commitment required to support the health, safety and wellbeing of our volunteers, and managing risks to the organisation. Volunteers are required to carry out their duties in a manner which is safe both to themselves and others, and the Trust will provide them with any information, training or equipment they need to remain safe.

13.2 The Volunteer Services team will raise awareness of this policy through the publication of information on ICON and to advise staff of changes to the policy through the staff bulletin and ratification processes.

14. References

14.1 Volunteering England - *'Volunteers Across the NHS: Improving Patient Experience and Patient Led Services'* (2006)
Data Protection Act (1998)
Health and Safety at Work Act (1974)

15. Contact Details

15.1 Any queries regarding this policy should be directed to Volunteer Services Team on (01803) 210519 or volunteers.sdhct@nhs.net

16. Monitoring, Audit and Review Procedures

16.1 This policy will be monitored and audited on a regular basis. A full review will take place every two years by the Volunteer Services Team unless legislative changes determine otherwise.

Appendix 1

CONFIDENTIALITY AND PRIVACY STATEMENT:

The protection of confidential information is a serious issue and one which all personnel need to be aware of.

You are reminded that it is a condition of the volunteer agreement to observe Trust policies and procedures. You should be aware that any action or behaviour contrary to these policies and/or Data Protection legislation may result in your volunteer placement being terminated and could potentially result in legal action being taken against you.

- I understand that while I am working in a voluntary capacity for the Trust I may have access to personal information collected for the purposes of patient care or for administrative, statistical or other purposes. Personal information includes the identity of, and personal and health information about individual persons

- I understand not to knowingly access any personal information unless such information is essential for me to effectively carry out my duties as a volunteer

- I recognise and accept that information (be it verbal or written) about patients and/or their family members, carers, staff and volunteers is subject to the principles contained within the General Data Protection Regulation 2018.

- I understand that matters concerning the work of the Trust including information about patients/their families/carers/staff and volunteers should never be discussed outside of the department/unit in which I am deployed as a volunteer

- I will uphold the principles of maintaining confidentiality as detailed above. I further undertake to inform my Volunteer Manager/Voluntary Services Co-ordinator if I become aware of any breach, or suspected breach, of privacy or security relating to information accessed during the course of my duties

Name (capital letters) .....
(*Volunteer*)

Signed .....

Date .....

Appendix 2

Volunteer Agreement

This Volunteer Agreement describes the arrangement made between the Trust and you as a volunteer. It gives an overview of how we envisage your commitment to volunteering and what you can reasonably expect from us. We very much appreciate your decision to volunteer with us and will do the best we can to make your experience enjoyable and rewarding. We aim to be flexible, so please let us know if you would like to suggest any changes within your volunteering role and we will do our best to accommodate them.

Torbay and South Devon NHS Foundation Trust will:

- introduce you to how the organisation works and provide any training you may need to meet the responsibilities of your role
- allocate you a named Volunteer Manager with whom you may discuss issues relating to your role and receive feedback
- respect your skills, dignity and individual wishes and to do our best to meet them
- reimburse reasonable travel costs
- consult with you and keep you informed of possible changes in the volunteer service
- insure you against injury you suffer or cause due to negligence if you volunteer 'directly' to the Trust and ensure adequate insurance cover is in place if you volunteer with League of Friends, Hospital Radio or similar partnership organisation
- provide a safe environment in which to carry out your voluntary role
- apply our equal opportunities policy
- investigate any problems or complaints in accordance with the Trust Volunteer policy

I agree to:

- follow Trust guidelines and procedures and attend Trust Induction, and ongoing training (see Volunteer Handbook for more details)
- undertake my volunteer role to the best of my ability
- maintain confidential information relating to patients, staff, visitors and volunteers
- attend regularly on days that have been mutually agreed and give reasonable notice if this is not possible
- intend to complete a minimum of 6 month's volunteering

Signature: Volunteer …….

Signature: Volunteer Manager ……

This agreement is binding in honour only. It is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. There is no intention to create an employment relationship now, or at any time in the future between the Trust and you as the volunteer.

Appendix 3

LOCAL PEER INDUCTION CHECKLIST

Name of Volunteer (capital letters)		
Name of Peer		
Date of commencement		
Volunteer informed of the following: *Please tick:*		
	Completed	***N/A***
Tour of department/unit/ward		
Catering/social facilities		
Local Health and Safety issues and preventable measures		
Local fire alarms and assembly point		
Use of equipment essential to the role		
Additional items at local level		
Volunteer Signature		
Peer signature		
Date		

Appendix 4

VOLUNTEER 4 WEEK (OR 4 SESSIONS) PROBATIONARY REVIEW

While the Trust is always grateful for every offer of help and support, not all roles are suitable for every volunteer. The Volunteer Manager therefore reserves the right to re- direct helpers to more suitable ways of using their skills and talents, should that prove to be necessary. In some cases, following the probationary review, a decision may be taken either by the volunteer or the Volunteer Manager not to continue with the volunteer placement.

Name	**Placement Area**
Review summary	
Supervisor comments	
Continue with role **Yes** □ **No** □	
Volunteer comments	
Continue with role **Yes** □ **No** □	
Signature	**Date**
Supervisor	
Signature	**Date**
Volunteer	