



Policies and Procedures

Volunteer Policy

Version 3.0

4th July 2022

Policy Revisions Record

Version	Date	Review due			
1	April 2015	April 2020			
2	4th July 2022	July 2024			
3					
4					

Volunteer Policy

Volunteering in Health (“the Organisation”) strives to create a diverse and inclusive organisation within the community. Therefore, we are committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for our volunteers in all our policies and practices.

Volunteers with the Organisation are fully protected by the Organisation’s public liability and personal accident insurance. Drivers who use their own cars in connection with their voluntary work, must inform their own insurance company to ensure adequate and continued cover.

The Organisation endeavours to provide adequate and appropriate facilities, equipment, resources and training to enable volunteers to fulfill their roles.

The Organisation Manager has overall responsibility for the management of volunteers including overseeing the implementation of this policy and dealing with any complaint or grievance relating to volunteers. The volunteer Co-ordinator manages the recruitment, training and ongoing supervision of volunteers.

Recruitment and selection of volunteers

The Organisation is committed to serving and representing the people of Teignmouth and its surrounding areas and wishes to see all sections of the community represented among our volunteers. Volunteer opportunities are widely promoted throughout the area and we will endeavour to make recruitment and selection materials available in a format accessible to any individual or group, upon request.

All potential volunteers will go through an appropriate recruitment and selection process. The Organisation uses application forms, references and informal interviews/ chats. Additional measures may be implemented depending on the nature of the roles undertaken and police checks may be required.

Management of volunteers

A Volunteers ‘Welcome Pack’ will be made available as well as access to relevant policies and staff and volunteer handbook.

Post COVID-19, all volunteers will be made aware of Covid procedures

All volunteers will be given an induction. This provides background information on the Organisation; explains its procedures; describes the volunteer role and expectations and work team and outlines how the volunteer will be supported. They will be asked to sign a volunteer agreement.

Out of pocket expenses can be claimed using the expenses form.

Volunteers are invited to supply email or mobile contact numbers to receive newsletter and join team What’s App groups.

If appropriate there will be an opportunity for volunteer 'buddying' during settling in period.

There will be an opportunity to review role after first 4 weeks. Annual catch up sessions and feedback opportunities will also be available.

At the Organisation volunteers, will be supported by the Organisation Manager and/or volunteer co-ordinator who will offer supervision, help and guidance on any issue relating to the voluntary work. Any issues arising will be dealt with appropriately, between volunteer and Organisation Manager or volunteer co-ordinator. This support is ongoing throughout the volunteer's time with the Organisation.

We recognise our duty to protect the best interests of the Organisation and our users. It is incumbent upon all volunteers/staff/activity leaders to include, encourage and support new users. We offer a formal complaints procedure in the case of more serious complaints. In the case of particularly serious offences this process may be bypassed and the volunteer asked to leave the premises. Where a criminal offence is suspected, the matter will be referred to the police.

The Organisation is committed to improving the effectiveness of volunteers. Volunteers will be offered, and encouraged to attend, relevant training courses. Volunteers may attend the courses within their normal hours of voluntary work. Volunteers who are asked to attend training to support the Organisation are entitled to claim out of pocket expenses.

To effectively monitor volunteers their personal details are kept in accordance with guidelines under The Data Protection Act and GDPR. This is available upon request.

Both volunteers and the Organisation agree that the intellectual property rights of original work produced by volunteers automatically transfers to the Organisation.

Photographs of volunteers may appear on our website, media websites, or newsletters. If any volunteer has any objections to this, they must make this clear to those concerned when such events are taking place.

This policy is intended to supplement good judgment and will be updated as necessary to reflect best practice.

Please refer to Appendices 1 – 8

Review

This policy will be reviewed every two years.

In case of any queries or questions in relation to this policy please contact the Organisation Manager or Board of Trustees

Signed on behalf of the Board of Trustees by

Name:



Manuela Grossmann

Date: 07/11/2022

Appendix 1

Coronavirus Update

April 2022

Introduction

Following the UK Government's guidance on 'Living with Covid', we have reviewed our approach to the prevention of infection across our services.

This document outlines process guidance for all staff and volunteers.

What should I do if I feel ill?

Exhibiting symptoms does not necessarily mean that you have been infected – you may just suffer from a cold or the flu. However, we do come in close contact with vulnerable individuals so would ask you not to come into work / volunteer if you exhibit any of the following:

- High temperature
- New, continuous cough
- Loss of sense of smell or taste

Once you have been symptom free for 24 hours, we are happy to welcome you back.

Does the same apply to our clients?

Yes, and we remind everyone at the point of us making an appointment. If you set your own appointments, please remind your client to inform us in advance if they feel unwell

Will testing be available through ViH?

The Government have now stopped providing free testing to individuals who do not work for the NHS or are in a high-risk category.

We are continuously exploring avenues to dip into this pool of free testing but it is unlikely we will be able to source free tests in bulk.

We will continue to endeavour to provide tests for our teams, but may not be able to do so for much longer, should costs become prohibitive.

Please contact the office if you would like to test yourself and you will be able to do so, as long as tests are available and you are classed as a team member or volunteer who is in close contact with vulnerable clients.

Should we wear masks?

We advise wearing masks in enclosed spaces and/or when coming into contact with vulnerable individuals. We also advise our clients to wear a mask when being driven to a medical appointment.

This happens at the time of booking.

We can unfortunately not enforce mask wearing for clients in their own home. If you feel uncomfortable attending any appointments because of this, please contact your team leader.

The Board of Trustees

Appendix 2

Volunteer Agreement

Without our Volunteers, we would not be able to provide the support our community needs - **so thank you from VIH and our clients for giving us your time and energy!**

Because the delivery of our services depends on your commitment, we are keen to establish volunteer relationships that are long lasting and based on trust and respect. Should you join our volunteer team, we will jointly sign up to the following agreement:

Volunteering in Health commits to:

Provide all insurance cover deemed necessary to protect the volunteer in all lawful acts in connection with activity carried out on behalf of Volunteering in Health.
Reimburse travelling expenses at the currently agreed rate for journeys authorised by a member of the staff.
Provide induction and support appropriate to the activity being undertaken.
Give regular help, guidance and support to the volunteer according to the nature of the voluntary work being carried out and to the needs of the volunteer.
Keep strictly confidential all information supplied by the volunteer during his or her selection process.
Keep strictly confidential all information obtained by the volunteer in connection with his or her voluntary work on behalf of volunteering in Health. This confidentiality shall continue to be observed beyond such time as the volunteer`s involvement with the charity ceases.
Support the volunteer throughout the period of his or her involvement with Volunteering in Health.

As a Volunteer, you commit to:

Carry out the role according to the principles of Volunteering in Health as set out in the Volunteer Handbook
Keep a member of staff informed of your activity, and notify them when it ends so that an up-to-date record of the availability of Volunteers can be maintained.
Ensure that all activity carried out on behalf of VIH is authorised by a member of staff.
Bring any problems or difficulties with the role to the notice of the Volunteer Co-ordinator or a member of staff, as well as successes and triumphs.
Undertake induction appropriate to the role, as deemed necessary and reasonable and according to the needs of the Volunteer.
Refuse to administer or assist in administering: <ul style="list-style-type: none"> - any drug, tablet, or medicine - any personal care, lifting, or manual handling - any financial support, or assistance with making financial decisions during the course of your activity on behalf of Volunteering in Health.
Stay in regular contact with Volunteering in Health regarding your role and seek support whenever needed - if in doubt, speak out.

Signed

Volunteer:

Staff:

Date:

Volunteer Name:

Staff Name:

Appendix 3

VOLUNTEER DATA CONSENT FORM

Volunteer Name: _____

To ensure that we are complying with the General Data Protection Regulation which came into effect in the UK in May 2018, we need to obtain your informed consent about the records we keep for you and how they are used.

Our policy is never to share volunteer data unless in a genuine medical emergency; however, we recognise that some volunteers are happy to help us work more efficiently by sharing their data amongst the agencies that we work closely with.

We never share volunteer data with clients of Volunteering in Health without a volunteer’s express permission, and then only on a case-by-case basis.

Please indicate your preferences below and then sign, date and return.

(Tick for yes, blank for no)

I am happy for my personal information to be stored on Volunteering in Health’s secure online database and a paper file to be kept in a locked filing cabinet.

I am happy for my personal information to be shared with other organisations (NHS, Social Care, Care Agencies, The Alice Cross Centre, Assist Teignbridge) for the purposes of volunteering.

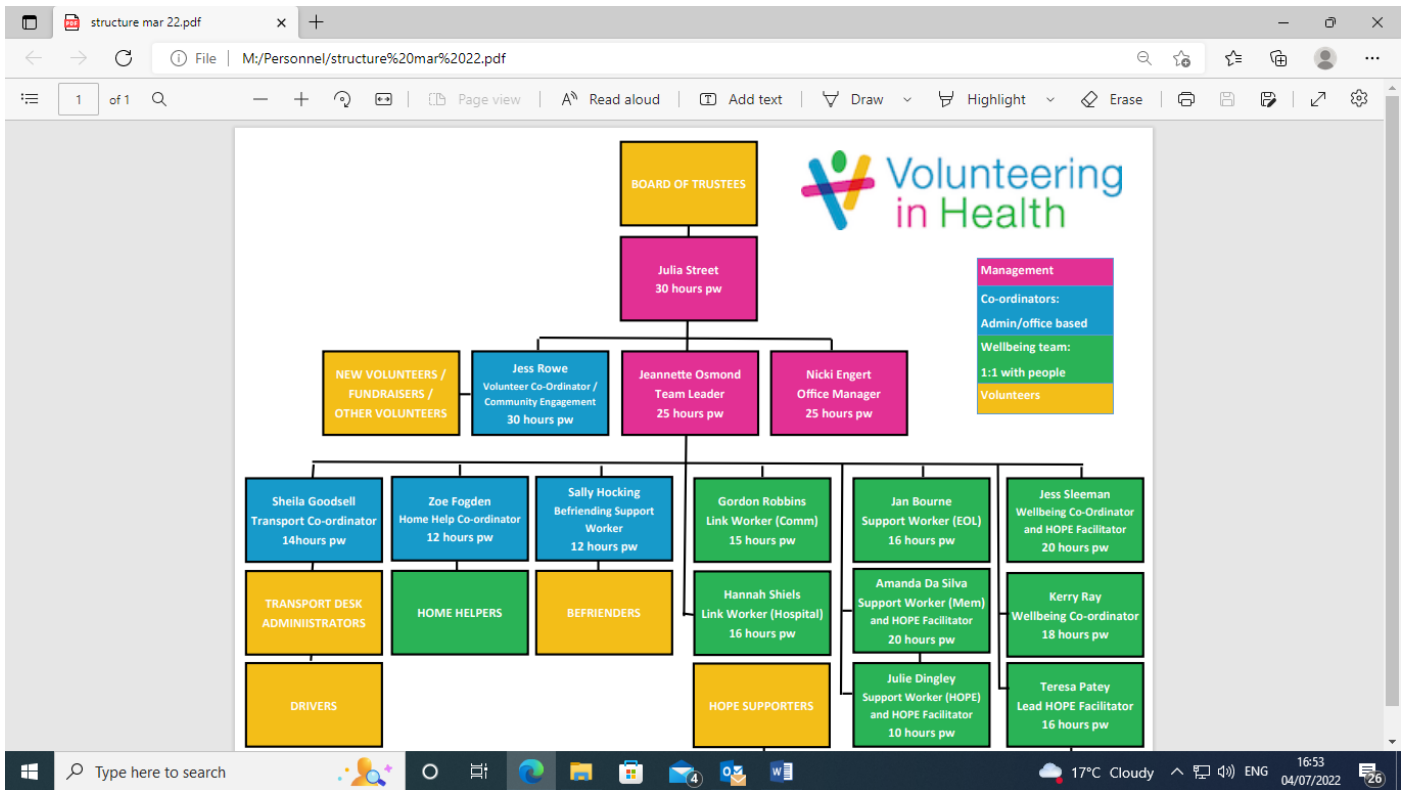
I am happy for my information to be shared with my GP, named emergency contact and emergency services in the event of an emergency

I am happy for Volunteering in Health to send me information about their services and events they think will interest me.

I am happy for my photograph, name, or quotes to be used in Press Releases, on Social Media, and in other marketing materials such as leaflets or the Annual Report.

Signed.....Date.....

Appendix 4 Org Chart



Appendix 5 Volunteer Expense Form

Volunteer Expenses Form - Word

File Home Insert Design Layout References Mailings Review View Help Tell me what you want to do

BACS details (Account number and Sort Code) or address cheque to be sent to:

VOLUNTEERING IN HEALTH
 Volunteer Expenses Claim Form
 Please submit your claim form by the 7th of every month

Volunteering in Health
 Supporting • Combining • Empowering

Name _____ Month/Year _____

Date	From	To	Reason for journey	Miles driven
Total miles				
Total miles x 45p per mile				
Total other Travel expenses (parking/train/bus)				

1\Volunteers\Volunteer Induction\Volunteer expenses claim form June 2018.docx

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Volunteer Expenses Form - Word

File Home Insert Design Layout References Mailings Review View Help Tell me what you want to do

ALL OTHER EXPENSES (please attach receipts)

Item / Expense	Date	Description of activity, purchased item, reason for purchase etc.	Amount £
TOTAL			

Signed by claimant	Date signed	Office Manager Signature	Date Signed
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We encourage all volunteers to claim expenses incurred while working for Volunteering in Health. In that way we can keep a more accurate record of the cost of providing the services we offer. If you prefer not to receive expenses we can use your expenses as a donation. In that case please tick here:

If you wish to Gift Aid your donation please tick here also:

OFFICE USE ONLY: Cheque No and Date or Date or BACS Payment

Willbeing/Hospital/Transport/Trips/Carex/Refinancing/
Memory Services/Home Help/Volunteers/Fundraising

FOR OFFICE USE ONLY: Cheque No and date signed _____

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Appendix 6 Boundaries

Boundaries - Word

File Home Insert Design Layout References Mailings Review View Help Tell me what you want to do

Julia Street

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Boundaries

Volunteer	Home Helper	Other Volunteering in Health Staff	Carer / Sitter	Professional Health / Social Care Staff
Have a cuppa, wash cups up afterwards. No money to be handled.	Wash up from the previous meal. Tidy the house. Light cleaning. Shopping – invoice for any spending or (if agreed) money to be signed for and receipts copied.	Needing information and support. Feelings of isolation.	Personal Care Giving Medication.	Suicidal thoughts. Medication not being managed or understood.

Examples:

- Maureen's Volunteer Befriender visited weekly for a cuppa and a game of scrabble. When making her tea, the Befriender noticed that Maureen's cupboards were a bit bare. Maureen said that she was finding it a struggle to go shopping and asked if her Befriender would pick up a few things for her. The Befriender explained that this would not be within her volunteer role, but suggested she try the Home Help Service, and ask the office to arrange a visit from a Link Worker. The Befriender continues to visit each week and Maureen now also has a Home Help who does her weekly shop for her.
- Richard cares for his wife Joan. They use the Volunteer Transport Service to go to Joan's regular appointments at the Hospital. On a recent journey, their Volunteer Driver recognized that Richard was more stressed than usual. Richard expressed that he is finding his caring role difficult as he has had to stop visiting his brother for a pint every other week, which he greatly missed. The Volunteer Driver suggested they look in to getting them some additional support. They contacted the office who organised a visit from a Wellbeing Coordinator. Now Joan has a Volunteer Sitter for an afternoon once a fortnight, who makes sure she is comfortable and enables Richard to visit his brother. They continue to use the Transport Service.
- Doris has had a Home Helper for a year, who shops and cleans her home twice a week. Last week the Home Helper noticed that Doris hadn't been finishing her meals and seemed more tired than usual. She contacted the office who requested a visit from the Community Nurse who checked her blood and urine and referred Doris for a medication review with the Pharmacist. She has had her medication adjusted and has regained her energy and appetite.

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Appendix 7 Example Job Role

Volunteer driver role description 2022 - Word

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Julia Street

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Central Information Centre @ Teignmouth Hospital
Mill Lane, Teignmouth, Devon TQ24 9RQ
0326 77555-9 www.volunteeringinhealth.co.uk

Role	Volunteer Driver
Location	Mobile - transporting clients from Teignmouth, Dawlish, Chulleigh and surrounding villages to medical appointments and wellbeing groups
Time commitment	One morning or afternoon per week minimum
Role description	<ul style="list-style-type: none"> To provide transport for health care appointments to hospitals and surgeries across the region in your own vehicle. To act as an escort for elderly, frail or disabled persons To provide occasional transport to other local wellbeing services such as community groups and meals. To maintain a diary by liaising with the transport desk regularly
Who can apply	<ul style="list-style-type: none"> This role suits people who enjoy driving and can be patient with clients who might need extra time, support and guidance on a trip Own transport essential Must be 18 years or older, consent to a Disclosure and Driving service check, and supply motorist paperwork. References will be taken.
Benefits	<ul style="list-style-type: none"> A simple, enjoyable and rewarding way to make a real difference Membership of a supportive, friendly group of volunteers Travel expenses paid
To apply	Please contact VHM on 01426 77555 or email vol@volunteeringinhealth.co.uk for an application pack.

About us

Volunteering in Health is a charity based in Teignbridge, Devon which aims to improve the wellbeing of local people – clients, carers, and volunteers alike. We cover Teignmouth, Dawlish, Chulleigh, Bishopssteignton, Holcombe, and Shaldon. Founded in 2009 and established through a National Lottery grant, we are now funded by our local Clinical Commissioning Group, Dunhill Medical Trust, Dawlish League of Friends and our own fundraising efforts.

Our volunteers provide transport to and from medical and wellbeing appointments, befriending, carers sitting service and so much more. We offer a paid for Home-help service for domestic duties. Our small team of staff at Teignmouth and Dawlish hospitals support clients with their wellbeing in the community and following hospital discharge. We have memory and palliative care support workers, and run NHS xDPE courses for wellbeing support. This gives the whole team excellent links with healthcare providers in the area, and ensures we support clients' wellbeing in a joined up way.

Supporting people in Teignmouth, Dawlish and Chulleigh to live happily, safely and independently for as long as possible
Registered Charity 1182629 Please remember Volunteering in Health is your link

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Appendix 8 Confidentiality Agreement

CONFIDENTIALITY AGREEMENT

(signed copy to be placed on personnel file of staff member/volunteer)

Our work will bring us into contact with clients' confidential information and circumstances. To ensure that all those working within Volunteering in Health can do so with confidence, we will respect confidentiality in the following ways:-

1. Clients will have access to any files and records of their own within Volunteering in Health in accordance with Data Protection.
2. Volunteers and staff will not discuss any information with other individuals but should discuss any concerns with the Manager.
3. Information will not be passed on to third parties without the client's consent.
4. All staff and volunteers will comply with all requirements of the Data Protection Act 1998.
5. Client, staff, and volunteer personal information should never be discussed on social media without the person's express consent.

Signed

Manager

Date