



VOLUNTEERS POLICY

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‘During the COVID19 crisis, please read the policies in conjunction with any updates provided by National Guidance, which we are actively seeking to incorporate into policies through the Clinical Ethics Advisory Group and where necessary other relevant Oversight Groups’

DOCUMENT HISTORY					
(Procedural document version numbering convention will follow the following format. Whole numbers for approved versions, e.g. 1.0, 2.0, 3.0 etc. With decimals being used to represent the current working draft version, e.g. 1.1, 1.2, 1.3, 1.4 etc. For example, when writing a procedural document for the first time – the initial draft will be version 0.1)					
Date of Issue	Version No.	Date Approved	Director Responsible for Change	Nature of Change	Ratification / Approval
Mar 12	1.1		Executive Director of Nursing and Workforce	To Volunteer Steering Group for review	
Jun 12	1.2		Executive Director of Nursing and Workforce	To Volunteer Steering Group for review	
Dec 12	1.3		Executive Director of Nursing and Workforce	To Policy Review Group	
Jun 13	2.0	17 Jun 13	Executive Director of Nursing and Workforce	For approval	Trust Executive Committee
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1 Dec 2020	3.0		Executive Director of Financial and Human Resources	Extension to review date until the end of Jan 21 approved by current Lead Director	Director of Communications and Engagement
29 Jan 2021	3.0	14 June 2016	Director of Communications and Engagement	12 month blanket policy extension due to covid 19 applied with author review date set 180 days prior to Valid to Date.	Quality & Performance Committee
23 May 2021	3.0	14 June 2021	Director of Communications and Engagement	Extended policy uploaded and linked back with new cover sheet	Corporate Governance

NB This policy relates to the Isle of Wight NHS Trust hereafter referred to as the Trust

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1 Executive Summary

Our organisation recognises the tremendous value that volunteers bring to the NHS in a variety of different roles that enhance services to patients, provided by members of staff. Volunteers, who have a range of skills and experience, also assist by contributing to the improvement and development of NHS services, e.g. contributing to Patient and Public Involvement activities, governance and initiatives such as the Expert Patient Programme.

Volunteer involvement also affirms our organisations commitment to the principles of social inclusion and community participation by enabling everyone to have the opportunity to contribute to the decision-making processes that influence services.

It is hoped that volunteers will reap as many benefits as they provide in the form of gaining experience and confidence, better health, a sense of purpose and achievement and where appropriate, enhance opportunities for training and work.

2 Introduction

In order to care for and protect paid staff and volunteers, this policy aims to provide clear guidelines about volunteers' rights, roles and responsibilities. In addition, this policy serves to clarify the nature of the relationship between a volunteer role and that of a paid member of staff. More specifically, the aims are:-

- To provide a framework for all departments when considering involving volunteers in their work.
- To develop and promote good practice in the involvement and support of volunteers.
- To give a cohesive and consistent approach to ensure fairness and inclusivity across a diverse group of people supporting the Trust.

2.1 Why Involve Volunteers?

- They bring a different perspective to our work, often one that reflects the views of the local community.
- Patients sometimes find it easier to communicate with volunteers rather than staff, giving an opportunity to gain honest feedback.
- Volunteers from a diverse range of ages, cultures and background can enhance the reputation of an organisation, enabling a level of identification from minority communities who find it difficult to engage with health professionals.
- Volunteers can support staff and help extend the services they provide enhancing the patient experience as a result.
- Volunteers provide a wealth of experience and knowledge that the Trust has on hand to draw upon.

2.2 Benefits for Volunteers

Volunteering can:-

- Provide new challenges and enable people to develop or learn new skills.
- Provide an opportunity to be involved in something rewarding and worthwhile.
- Improve physical and mental health and wellbeing.
- Provide opportunities to meet like-minded people.
- Provide an opportunity to give something back to the community.
- Be a stepping stone into employment or training.

3 Definitions

Volunteering is an important expression of citizenship. Volunteers commit time and energy for the benefit of society and the community they choose to serve. Volunteering can take many forms and is freely undertaken, and not for financial gain.

Volunteering is about choice, diversity, mutual benefit and recognition.

A Volunteer is a worker within the Trust who gives of their time freely and does not receive payment for that work

4 Scope

This policy applies to all volunteers working within our organisation, and the managers in whose departments they are placed. This policy will apply to staff and volunteers who are engaged on placements within the Trust.

Involving volunteers will become more of an integral part of the Trust's culture and as the service develops, it is hoped that staff will consider volunteers when planning, evaluating and revising services. Volunteering will also become a key method in the delivery of patient involvement and public engagement. This Policy therefore applies to all staff and all Volunteers within the Trust.

This policy does not cover Non-Executive Directors, Work Experience or Training schemes

5 Purpose

The purpose of the Volunteers Policy to confirm the Trust's commitment to the role of the Volunteer in delivering quality care for everyone, every time.

In order to care for and protect paid staff and volunteers, this policy aims to provide clear expectations about volunteers' rights, roles and responsibilities.

6 Roles and Responsibilities

6.1 Volunteers

- Volunteers are responsible for ensuring they are familiar with the volunteer policy and are aware of the possibilities and limitations of their role. Volunteers must carry out the tasks defined in the role profile.

6.2 All Staff

- Staff are responsible for ensuring they are familiar with the volunteer policy and are aware of the opportunities and scope of involving volunteers in their area of work.

6.3 Managers

- Managers are responsible for ensuring that staff, within their area of responsibility, are aware of this policy that staff adhere to the advice and guidance and are responsible for implementing and monitoring the work undertaken by volunteers.
- Managers must ensure supportive and appropriate supervision of volunteers in their own work area.
- Managers will work with the Volunteer Coordinator to identify volunteering opportunities and develop volunteer role profiles.
- Managers will consider the role of volunteers in designing and planning services and service changes.

6.4 Volunteer Coordinator

- The Volunteer Coordinator will aim to meet the Trust's needs for volunteers through recruitment and the organisation of training.
- The Volunteer Coordinator will organise and deliver regular Volunteer Induction sessions etc.
- The Volunteer Coordinator is responsible for the overall supervision of Volunteers
- The Volunteer Coordinator will identify and develop appropriate communications to promote the Volunteer Service.
- The Volunteer Coordinator will identify, arrange and support appropriate reward and recognition events and mechanisms for volunteers.
- The Volunteer Coordinator will liaise with managers and staff to identify appropriate volunteering roles and develop role profiles.

6.5 Senior Human Resources Manager

- The Senior HR Manager will ensure appropriate development of the Volunteer Service.
- The Senior HR Manager will develop appropriate and necessary policy and strategic documentation on the engagement and management of volunteers.
- The Senior HR Manager will coordinate bids for funding for the development of the service.

7 Policy detail/Course of Action

7.1 General Principles

7.1.1 Use of Volunteers

Volunteers are not intended to replace paid staff but to complement and/or enhance the care and support that we are able to provide to our population and to represent their views wherever possible.

7.1.2 Equality and Diversity

The organisation is committed to promoting diversity in all areas of its work and to developing and maintaining an organisation in which different abilities, backgrounds and needs are valued.

Volunteering is open to all, regardless of background, ethnicity, faith, gender, sexual orientation or disability. The Trust's (Equality Scheme) guides all its dealings with volunteers.

The minimum age for volunteering is 16 years however there are some clinical settings where the minimum age is 18. There is no upper age limit. All volunteers are expected to be able to fulfil the duties of the role profile.

Any volunteer in a patient facing role will require a Disclosure and Barring Service (DBS) criminal records check prior to the Volunteer commencing any duties with the organisation. A criminal record will not automatically bar a person from Volunteering with the Trust. A full and comprehensive risk assessment will be undertaken, with the support of Local Security Specialists, in accordance with the Rehabilitation of Offenders Act 1974 and the amendment to the Act in 2010.

7.1.3 Insurance

All registered volunteers are indemnified through the Trust's insurance policy (as laid down by the NHS Litigation Authority), providing they are carrying out activities with the agreement of their supervisor, the Volunteer Coordinator and within the guidelines of their role profile.

7.2 Recruitment of Volunteers

7.2.1 Defining the role

A role description should be drawn up by the service manager and the Volunteer Coordinator and this should clarify expectations, set out clear lines of managerial support and accountability.

7.2.2 Communicating opportunities

Opportunities for volunteering with the Trust will be communicated in the most appropriate way possible, be this through targeted advertising, general enquiries or developing relationships within the community or with special interest groups e.g. schools, training providers, faith groups, etc.

7.2.3 Volunteer applications

All prospective volunteers will be required to complete a volunteer application form via NHS jobs website.

7.2.4 Selection of Volunteers

On receipt of a completed volunteer application form the Volunteer Coordinator will arrange for the prospective volunteer to attend an interview to determine their suitability for a volunteering role and their preferences in terms of a volunteering placement.

The Volunteer Coordinator will also undertake identification checking as part of this process, take up two references and request occupational health clearance. Where appropriate to the role a DBS Disclosure Application will be made.

7.2.5 Placement of Volunteers

On completion of all the above checks, and on identification of a suitable volunteering placement, the Volunteer Coordinator will arrange an introduction for the Volunteer in the department or area.

If both the manager of the department and the Volunteer ascertain that the placement is appropriate the Volunteer Coordinator will arrange for the Volunteer to commence in role.

7.2.6 Induction, Training and Support

The Trust aims to ensure that volunteers are able to contribute as effectively as possible. Therefore, each volunteer will have appropriate induction, training and ongoing support.

Each volunteer will:

- Receive a personal copy of the Volunteer Handbook.
- Attend Volunteer Induction training (within 6 months of commencing their role)
- Be provided with a written role profile clearly outlining the scope of the duties they are to undertake
- Have a local induction on their first day, specific to the area and role they are working
- Receive training specific to the role as appropriate
- Be clear about who they are responsible to.

7.2.7 Management, Supervision and Support

The responsibility for the daily supervision of the volunteer lies with the senior member of the Ward/Dept or nominated supervisor. For reference they will be able to access a copy of the Volunteer Policy and Volunteer Handbook via the Trust's intranet.

Volunteers must inform their supervisor if they will not be available to attend their placement. The Volunteer Coordinator should be made aware of any long term non attendances of volunteers by the ward/dept.

The Volunteer Coordinator will be available to all Volunteers as their line manager and can be accessed by volunteers wishing to discuss their volunteering role. The Volunteer Coordinator will also undertake monitoring to ensure the expectations of both volunteer and department continue to be met.

Volunteers are expected to conduct themselves to the same standard of behaviour as employed Trust staff.

7.3 Volunteer Concerns and Problem Solving Procedure

All concerns should be resolved openly, fairly and quickly in order to protect all concerned, minimise disruption and protect the reputation of the Trust.

7.4 Raising Concerns / Whistle blowing

The Trust promotes a positive culture of openness to encourage staff to raise concerns at the earliest opportunity without fear of repercussions. The Raising Concerns (Whistle blowing) policy outlines the range of mechanisms available to staff to enable them to raise concerns in the best interests of our patients, visitors and colleagues.

The Trust is committed to achieving the highest standards of patient care and the Raising Concerns (Whistleblowing) Policy enables and encourages volunteers to report any malpractice, illegal acts, or omissions by its volunteers, employees or ex-employees. The Trust acknowledges its legal duties and obligations under the Public Interests Disclosures Act 1998.

7.4.1 A Volunteer concerned about their role

A volunteer has a right to complain if they feel they are being treated unfairly. If the concern is with a member of staff, their first point of contact should be the Volunteer Coordinator. If a volunteer has a concern against their "Supervisor", they should also contact the Volunteer Coordinator in the first instance. If a volunteer has a concern against the Volunteer Coordinator, the first point of contact is the Senior HR Manager.

In the first instance, dialogue between all parties to resolve the issue is essential and if this is not resolved, the volunteer should put their concerns in writing to the relevant party.

Emphasis will be placed on resolving problems as quickly and informally as possible using the procedure detailed in the volunteer handbook.

The Trust's procedure to help resolve any type of problems that arise, will be carried out appropriately and ensure fair and equitable treatment of volunteers.

7.4.2 Concerns about a Volunteer in a role

If the concern is about a specific volunteer, they have the right to be informed of this and why the particular issue is being investigated. They have the right to state their case and to appeal. All parties should be kept informed of progress.

Although the aim is to resolve any concerns through discussion, options such as additional support, supervision and training should be offered to improve the situation. If it is still unresolved, the volunteer can be issued with a written warning outlining the reason for the complaint along with clear objectives.

Emphasis will be placed on resolving problems as quickly and informally as possible using the procedure detailed in the volunteer handbook.

A proven serious breach of standards, for example, breach of confidentiality, theft, issues amounting to gross misconduct may lead to termination of the volunteer placement, however to dismiss a volunteer should be a last resort.

The Trust's procedure to help resolve any type of problems that arise, will be carried out appropriately and ensure fair and equitable treatment of volunteers.

7.5 Uniforms and Protective Clothing

All Volunteers will be issued with a Trust ID Badge which must be worn at all times when undertaking volunteering duties for the Trust.

It is compulsory for Volunteers to wear a Volunteers polo shirt as it makes them easily identifiable as members of the Trust's workforce to patients and visitors.

Where protective clothing is required for the role this will be issued by the ward/department with appropriate instruction on its use. Where protective clothing is required it must be worn at all times in accordance with instructions.

7.6 Expenses and benefits

Volunteers are entitled to claim out of pocket expenses, it is their choice whether they claim them or not.

Entitlement includes:

- A parking permit for car drivers allowing free parking in staff parking zones in accordance with Trust car parking policy during the time they are volunteering.
- Travelling expenses to and from the place of work at a rate commensurate with travel expenses paid to staff. Travel refers to public transport or mileage based on volunteer's own car. All expenses must be claimed on the appropriate claim forms and signed by ward/department managers.
- Discounted meals in the hospital restaurant on production of a Trust ID Badge.
- Access to Occupational Health Services for services including travel immunisations, confidential counselling etc.
- Discounts and benefits with local business on production of a Trust ID badge.

7.7 Reward and Recognition of all Volunteers

Employees at all levels of the Trust are expected to work positively with volunteers. It is essential that volunteers are made to feel welcome and that their contribution is recognised and valued so that the volunteers feel motivated to continue.

All volunteers will be treated with respect and every effort will be made to show that they are appreciated and for the tasks they have carried out.

The contribution of volunteers will be acknowledged in Trust publications and reports. Where appropriate, volunteers will be included in staff or team meetings to ensure that they are given the opportunity to participate in the decision making process based on their experience.

All volunteers will be invited to an annual celebration event as a thank you for their contribution. This event will enable volunteers to network with other volunteers and colleagues across the Trust.

The Volunteer Coordinator will also support opportunities and occasions to celebrate volunteers and their work, such as:

- The annual Isle of Wight NHS Awards Ceremony which includes a category for 'Volunteer of the Year'.
- Contribution and achievements of volunteers highlighted during volunteers' week (beginning June) through the local media with photographs and editorials.
- Publications such as the Volunteer Magazine

Staff will be encouraged to acknowledge the contribution of individual volunteers supporting their ward/department

7.8 Leaving the Trust

Volunteers are free to leave the Trust at any time, although, the volunteer must advise the Volunteer Coordinator of their decision.

Upon leaving the Trust, Volunteers must return ID Badges, uniforms and any other Trust property to the Volunteer Coordinator.

8 Consultation

This policy has been published on the Trust Draft Policy Site and communicated in the ebuletin newsletter for staff. Partnership Forum including LNC members have been consulted. Clinical Business Unit's and associated Management Teams have been consulted with.

9 Training

This Volunteers Policy does not have a mandatory training requirement or and other training needs.

Volunteers will have a requirement to undertake mandatory training and updates.

10 Monitoring Compliance and Effectiveness

The Human Resources Department will monitor compliance with this policy;

Monthly reporting will be provided including the following aspects:

Summary of the number of Volunteers
 Summary of diversity data in relation to Volunteers
 Expenses claim data
 Recruitment and retention data
 Training and Induction compliance data

11 Links to other Organisational Documents

- Raising Concerns Policy
- Induction Policy

- Mandatory Training Policy
- Equal Opportunities Policy
- Uniform and Dress Code Policy

12 References

- Department of Health Strategic Vision for Volunteering
- NHS Employers Volunteering Pack
- NHS Employment Check Standards
- Rehabilitation of Offenders Act 1974

13 Appendices

Appendix A Financial and Resourcing Impact Assessment on Policy Implementation
Appendix B Equality Impact Assessment (EIA) Screening Tool

Financial and Resourcing Impact Assessment on Policy Implementation

NB this form must be completed where the introduction of this policy will have either a positive or negative impact on resources. Therefore this form should not be completed where the resources are already deployed and the introduction of this policy will have no further resourcing impact.

Document title	Volunteers Policy
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Totals	WTE	Recurring £	Non Recurring £
Manpower Costs	0	0	0
Training Staff	0	0	0
Equipment & Provision of resources	0	0	0

Summary of Impact:

Risk Management Issues:

Benefits / Savings to the organisation:

Equality Impact Assessment

- Has this been appropriately carried out? YES/NO
- Are there any reported equality issues? YES/NO

If "YES" please specify:

Use additional sheets if necessary.

Please include all associated costs where an impact on implementing this policy has been considered. A checklist is included for guidance but is not comprehensive so please ensure you have thought through the impact on staffing, training and equipment carefully and that ALL aspects are covered.

Manpower	WTE	Recurring £	Non-Recurring £
Operational running costs	0	0	0
Totals:			

Staff Training Impact	Recurring £	Non-Recurring £
	0	0
Totals:	0	0

Equipment and Provision of Resources	Recurring £ *	Non-Recurring £ *
Accommodation / facilities needed	0	0
Building alterations (extensions/new)	0	0
IT Hardware / software / licences	0	0
Medical equipment	0	0
Stationery / publicity	0	0
Travel costs	0	0
Utilities e.g. telephones	0	0
Process change	0	0
Rolling replacement of equipment	0	0
Equipment maintenance	0	0
Marketing – booklets/posters/handouts, etc	0	0
Totals:		

- Capital implications £5,000 with life expectancy of more than one year.

Funding /costs checked & agreed by finance:	
Signature & date of financial accountant:	
Funding / costs have been agreed and are in place:	
Signature of appropriate Executive or Associate Director:	

Equality Impact Assessment (EIA) Screening Tool

Document Title:	Volunteers policy
Purpose of document	<p>The purpose of the Volunteers Policy to confirm the Trust's commitment to the role of the Volunteer in delivering quality care for everyone, every time.</p> <p>In order to care for and protect paid staff and volunteers, this policy aims to provide clear guidelines about volunteers' rights, roles and responsibilities.</p>
Target Audience	<i>Volunteers and Staff</i>
Person or Committee undertaken the Equality Impact Assessment	<i>Senior HR Manager</i>

1. To be completed and attached to all procedural/policy documents created within individual services.
2. Does the document have, or have the potential to deliver differential outcomes or affect in an adverse way any of the groups listed below?

If no confirm underneath in relevant section the data and/or research which provides evidence e.g. JSNA, Workforce Profile, Quality Improvement Framework, Commissioning Intentions, etc.

If yes please detail underneath in relevant section and provide priority rating and determine if full EIA is required.

		Positive Impact	Negative Impact	Reasons
Gender	Men			
	Women			
Race	Asian or Asian British People			
	Black or Black British People			
	Chinese people			
	People of Mixed Race			

	White people (including Irish people)			
	People with Physical Disabilities, Learning Disabilities or Mental Health Issues			
Sexual Orientation	Transgender			
	Lesbian, Gay men and bisexual			
Age	Children			
	Older People (60+)			
	Younger People (17 to 25 yrs)			
Faith Group				
Pregnancy & Maternity				
Equal Opportunities and/or improved relations				

Notes:

Faith groups cover a wide range of groupings, the most common of which are Buddhist, Christian, Hindus, Jews, Muslims and Sikhs. Consider faith categories individually and collectively when considering positive and negative impacts.

The categories used in the race section refer to those used in the 2001 Census. Consideration should be given to the specific communities within the broad categories such as Bangladeshi people and the needs of other communities that do not appear as separate categories in the Census, for example, Polish.

3. Level of Impact

If you have indicated that there is a negative impact, is that impact:			
		YES	NO
Legal (it is not discriminatory under anti-discriminatory law)			
Intended			

If the negative impact is possibly discriminatory and not intended and/or of high impact then please complete a thorough assessment after completing the rest of this form.

3.1 Could you minimise or remove any negative impact that is of low significance? Explain how below:
3.2 Could you improve the strategy, function or policy positive impact? Explain how below:

3.3 If there is no evidence that this strategy, function or policy promotes equality of opportunity or improves relations – could it be adapted so it does? How? If not why not?	
Scheduled for Full Impact Assessment	Date:
Name of persons/group completing the full assessment.	
Date Initial Screening completed	

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