

Volunteer Management Policy

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Policy Statement

Volunteering at Julia's House is of vital importance to fundraising and the services we provide to children with life-shortening or life-threatening conditions.

Purpose of the Document

Julia's House, The Dorset and Wiltshire Children's Hospices, is committed to maximising resources and involving members of the community by providing opportunities for volunteering in support of the charity and encouraging the participation of individuals representing the diversity of the local community.

This policy and procedure applies to volunteers directly working within the hospice environment and those who provide support within the network of shops, fundraising and office activities. Its aim is to:

- Achieve a standard approach throughout the recruitment and selection process of volunteers.
- Attract, and retain a high standard of volunteers.
- Maintain a professional standard as an organisation offering opportunities for volunteers, both internally and externally.

Ultimate responsibility: The Chief Executive

First Line responsibility: The Volunteer Co-ordinator and departmental heads will ensure accurate identification of volunteering opportunities, advertisement in line with the policy, fair selection and thorough vetting processes, equitable management and development of volunteers.

Becoming a volunteer

Julia's House will ask the applicant to complete a volunteering application, this will cover but is not exclusive of:

- dates and times available for volunteering work
- skills, knowledge and expertise
- details of one/two referees willing to give references
- consent to undertake a DBS Check and provide medical information that would have an impact on you carrying out the role
- Contact and emergency contact details

Recruitment

- Departmental heads will consider opportunities for the involvement of volunteers and notify the Volunteer Co-ordinator via ad hoc requests and the annual review process.
- A role and person specification will be written detailing the experience, knowledge and skills required for the volunteer role.
- All volunteering opportunities will be advertised through the internal and external network where appropriate
- External advertising costs will be agreed by the Chief Executive.

Selection process

- Volunteers will complete an application form providing one/two referees depending on the role. The referees will be contacted for written references
- Initial selection will be from review of application forms in line with our Equality Diversity and Inclusion policy.
- Shop Managers will interview potential shop volunteers and notify the Volunteer Co-ordinator who will take up references. Shop Managers schedule a trial run with potential shop volunteers.
- All other volunteers will be interviewed by the Volunteer Co-ordinator and departmental heads as appropriate.

- Decision will be made as to whether a DBS check is deemed necessary, and this will be dependent on the areas of work required. DBS checks will be taken up for all volunteers who will have contact with children and/or vulnerable adults
- The Volunteer Co-ordinator in conjunction with the relevant line manager will ensure a work permit is requested for any child age 14 to 16 years.

Induction

- All newly recruited volunteers will receive an induction into Julia's House, which will include relevant health and safety training and awareness of the relevant policies and procedures. Safeguarding training will be provided for all volunteers who will have contact with children and/or vulnerable adults.
- A record of the induction progress will be maintained, signed off, and once completed, retained by the Volunteer Co-ordinator/departmental head.
- A member of staff will be assigned as a volunteer's 'line manager' to provide support.

Management of volunteers

- The charity is committed to creating a harmonious working environment, which is free from harassment and bullying and in which every employee and volunteer is treated with respect and dignity. It is committed to ensuring that individuals are not treated differently because of their age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex (gender) and sexual orientation.
- Each volunteer accepted by Julia's House will be placed in a role that is matched to their interests and within their abilities.
- Julia's House will provide appropriate supervision of each volunteer's work; this maybe by other (experienced) volunteers or a member of staff.
- The work of volunteers will be monitored and evaluated, and if they need additional support they should contact their assigned 'line manager' or the Volunteer Coordinator.

Volunteer status

Volunteers are not employees of Julia's House and will not be used as a substitute in place of part time or full time employees. There will be no legal contract between the volunteer and Julia's House in relation to the role and therefore there will be no payment by Julia's House for any voluntary work that the volunteer may undertake during the volunteering role, and volunteers will not be paid nor entitled to receive other contractual benefits.

The volunteer does not have to accept the offer of a voluntary role and may withdraw at any time, before or after the volunteering has started. Julia's House is also under no obligation to offer the volunteering role and may also withdraw the volunteering role at any time, before or after it has started.

With consideration to both parties, the volunteer and Julia's House should try to give each other enough notice of the intention to end the volunteering role. Volunteers may undertake paid work for other organisations or other work placements.

Duration of volunteering role

The activities that volunteers are asked to undertake are not pre-defined and the period of time that a volunteer may support Julia's House is not pre-set; the activity and period of engagement will be considered on an ad-hoc basis upon each application and mutually agreed between the volunteer and the organisation.

Volunteer commencement arrangements

Induction programme

The induction sets out the goals and expectations of the types of tasks that the volunteer will undertake. In accordance with the confidentiality policy; volunteers are required to keep Julia's House information confidential and not disclose it to third parties or make use of or take advantage of confidential information during the volunteer role, or after it has ended.

All Julia's House policies and procedures will apply to the volunteer during their time volunteering. Julia's House will arrange access for the volunteer to the relevant policies and procedures for the duration of their volunteering role and ensure the access arrangements are explained during the induction.

Volunteers will be trained in relation to the requirements of their role. The volunteer's assigned 'line manager' may identify further training needs during the course of volunteering at Julia's House.

Health and Safety

Julia's House health and safety policies apply to volunteers. During the induction, volunteers will receive training in the hazards and risks relevant to their role. All policies are available by requesting them through your line manager.

Driving

Julia's House does not provide motor insurance for volunteers who use their own vehicles. Driving in connection with volunteering is normally classified by insurers as 'social, domestic and pleasure' which is part of standard cover but it is recommended that volunteers check with their insurer. Private vehicles used to carry out the volunteering role must be appropriately taxed and insured. The vehicle will also need to be maintained, MOT and serviced in line with manufacturer's recommendations. Any volunteers who will be using Julia's House vans or pool cars need to adhere to the Julia's House Driver Policy, available on request and insurance cover will be provided.

Expenses

Julia's House will reimburse volunteers for any reasonable out-of-pocket expenses. It will only reimburse the amount spent as a result of volunteering, up to agreed maximum levels. Tickets and receipts must be provided in order to reclaim this money. It remains the decision of the volunteer as to whether they want to claim expenses or not. A copy of our volunteer expense policy will be provided with further details and how to make a claim.

Volunteer Discount

As a Julia's House volunteer you are entitled to a discount in our charity shops. Currently staff and volunteers are entitled to a 20% reduction of the retail cost of goods and a 10% reduction on the retail cost of furniture. There is no discount on bought in goods. To claim your discount, a valid volunteer ID badge must be shown at the till. For full details and terms of our discount policy, please refer to the ROT manual available in our charity shops.

Manager

Volunteers will be assigned a line manager. Questions may be directed to the volunteer's assigned line manager and any problems should be referred to the line manager or Volunteer Coordinator in the first instance for informal resolution. Where this does not bring about the desired outcome, the volunteer may use the Charity's Complaints Procedure, available from their line manager. If a problem cannot be resolved, it should be put in writing to the HR Director, whose decision will be final.

Engagement Folder

Julia's House will maintain an engagement folder for each volunteer, containing a completed application form. By completing a volunteer application form you agree with the terms outlined in the Volunteer Agreement (VA). The VA sets out the volunteer's specific role and restrictions.

Confidentiality Policy

Volunteers must not disclose any confidential information relating to the Charity or its business or in respect of any obligation of confidence which the Charity owes to any third party, during or after their volunteering, except in the proper course of their volunteering or as required by law.

Any documents or tangible items which belong to the Charity or contain any confidential information must not be removed from the Charity's premises at any time without prior authorisation, and must be returned to the Charity upon request and, in any event, upon the termination of their volunteering with the charity.

If requested by the Charity, all confidential information, other documents and tangible items which contain or refer to any confidential information, and which are in a volunteer's possession or under their control, must be deleted or destroyed.

Complaints

Any complaints received about a volunteer will be handled by the volunteer's line manager in the first instance, by meeting with the volunteer to discuss the complaint and establish what happened. If the explanation is not satisfactory Julia's House will end the volunteering arrangement with immediate effect. A volunteer that is dissatisfied with a decision to end the volunteering arrangement may write to the HR Director, whose decision will be final.

Insurance and liability

Volunteers should not act outside their role or activities set out as part of their volunteering role. Volunteers must ensure they take reasonable care of both themselves and others who may be affected by their actions or inactions. This includes clients/customers and members of the public.

The appropriate level of insurance is provided, which extends to personal injury, professional and public liability insurance if a volunteer does not possess this themselves.

Vicarious liability for the actions of volunteers may arise when the volunteer is carrying out voluntary work on an event or in the workplace. The volunteer may also be jointly liable for their own wrongful acts or omissions. As indicated in Julia's House health and safety policy, volunteers are under a duty to follow the policy and procedures that apply to their volunteering role.

If an accident occurs at an event or in the workplace, this should be reported to Julia's House and recorded in the Accident Book with immediate effect.

Organisational values

The way we work together with our volunteers and each other is just as important as what we do, because organisations with a good culture of communication and co-operation, create a content environment to volunteer. If we can also make it an enjoyable place to work then we will retain our volunteers, staff and expertise.

Our commitments are at the heart of everything we do:

- **Compassionate and caring**
We care, we go the extra mile and we treat people as individuals.

- **Honesty and integrity**
We believe in honesty and fairness. We make balanced, long-term decisions.
- **It's up to all of us**
We work together as one team. Everyone is responsible for great teamwork and standards.
- **Listen and learn**
We listen to understand. We seek information that will help us continually improve.
- **Determined to excel**
We strive for excellence in everything we do.

If the values are not adhered to by a volunteer, Julia's House has the right to end the volunteer agreement with immediate effect.

Policies

All volunteers are required to abide by the charity's values, behaviours policies and codes of professional conduct. The consequences of not doing so may result in Julia's House ending the volunteer agreement between the charity and the volunteer.

The following acts are examples ending the volunteer agreement. This list is not exhaustive.

- Fighting, physical assault or dangerous horseplay
- Cases of bullying, offensive, aggressive, threatening or intimidating behaviour or excessive bad language
- Unlawful discrimination, harassment and bullying
- Deliberate refusal or wilful failure to carry out a reasonable and lawful direct instruction given by management during volunteer working hours
- Theft or misappropriation of property belonging to the Charity, service users, their parent's customers, suppliers, employees and volunteers.
- Fraud or any other illegal offence committed against the Charity.
- Drinking alcohol during volunteer working hours, being under the influence or smelling of alcohol /drugs and/or drug abuse.
- Being in possession of or smoking/dealing illegal drugs whilst volunteering
- Breach of safety rules and/or any action. Which seriously endangers the health or safety of an employee, or any other person whilst volunteering
- Unauthorised access to or disclosure of any confidential information from whatever source including any personal data under Data Protection legislation
- Serious misuse of Charity's email/internet or other computing resources including deliberately accessing internet sites containing pornographic, offensive or obscene material
- Indecent or lewd behaviour of a serious nature
- Abandoning duty without notification
- Smoking on the Charity's premises
- Not adhering to our CHILD values
- Bringing the charity into disrepute