

Standard Operating Procedure

## Volunteer Policy

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[name of Care Home]

Internal

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## Introduction

### [add introduction about Care Home]

Volunteers offer a valuable resource by giving their time and dedication without pay. It's important to ensure we protect volunteers by making sure that volunteers are well looked after and that they're fit to work. It's important that volunteers are treated with respect and dignity. As a volunteer, your gift of time, skills and experience is invaluable and enhances the services and activities [name of Care Home] can offer. The aim is to provide volunteers with satisfaction and develop a relationship of mutual benefit, support, and reliability.

#### 1. Definition of a Volunteer

For the purposes of this policy the definition of a volunteer is:

**A person that commits time, energy, expertise, and skill for the benefit of others, through personal choice and without expectation of financial gain, except for payment of actual out of pocket expenses.**

An [name of Care Home] volunteer is a highly valued member of our team. This is reflected in the training, supervision and ongoing support that [name of Care Home] provides throughout the time the volunteer provides his/her services. [name of Care Home] is always appreciative of the gift of a volunteer's time and commitment.

## Policy

To set out the approach of **[name of Care Home]** in relation to the induction of new volunteers. **[name of Care Home]** confirms its commitment to Equal Opportunities in all its activities. This commitment will be demonstrated through active promotion of its Equality and Diversity policy and procedure and related policies

### 1. Purpose

The purpose of this policy is to provide guidance and direction to volunteers and to staff involved with volunteers. It also demonstrates that **[name of Care Home]** cares about its volunteer programme, promoting fairness and consistency throughout the policy.

It is not the intention of this policy to create a legally binding relationship or contractual agreement.

### 2. The Aims and Principles

**[name of Care Home]** is committed to ensuring that all new employees are inducted into the Care Home and to their role through a thorough and timely induction process.

**[name of Care Home]** expects that the implementation of good induction practice by the Care Home will:

- Enable new volunteers to settle into **[name of Care Home]** and their new role quickly and effectively.
- Ensure adherence of the Equality Act 2010
- Assist in establishing and maintaining a culture of consultation and contribution.

- Ensure that volunteers operate in a safe working environment.
- Ensure that volunteers understand and work within **[name of Care Home]** 's professional boundaries, and policies and procedures.
- Ensure that volunteers understand the ethos and practice of **[name of Care Home]**.
- Contribute to the retention of high-quality volunteers.
- Contribute to maintaining a high standard of service provision.
- Contribute to continuous improvement and learning.
- Ensure that appropriate Care Home structures and financial arrangements are in place to support the participation of volunteers.
- Maximise the participation of volunteers in its existing work and to expand the creation of opportunities for volunteer involvement.
- Ensure staff at all levels will encourage volunteer participation as appropriate, recognising that our volunteers are “non-salaried” personnel for our Care Home.
- Ongoing and necessary training will be provided to the Volunteer Coordinator to ensure the best possible support and coordination of volunteers. The Volunteer Coordinator is responsible for the coordination of the induction process and for ensuring its effectiveness. All volunteers are expected to contribute to the induction of volunteers as appropriate.

## Procedural Guidance

### 1. Recruitment and Selection

Volunteers will be recruited from the widest of sources in the community. Whilst every care is taken to promote equal opportunities and diversity in the recruitment of volunteers, **[name of Care Home]** has a duty of care to our staff and volunteer colleagues together with the public to ensure that each volunteer recruited is eligible, on the grounds of capability.

Whenever possible volunteer applicants will be given clear, complete, and current descriptions of the tasks and responsibilities they would be expected to fulfil.

All volunteer applicants are required to complete an **[name of Care Home]** Volunteer Application Form and anonymous Equality and Diversity Monitoring Form. All volunteers will be expected to provide accurate information on the Application Form, as the provision of false information may result in the discontinuation of the volunteer's services.

If, because of the volunteer role involved, a volunteer is requested to provide details on any criminal conviction, caution or bind-over, the volunteer **MUST** provide this information.

Prospective volunteers will go through a proper selection and induction process ([see Appendix 1](#) and 2), which will include:

- the written Application Form and Equality and Diversity Monitoring Form mentioned above
- a selection interview in person, teams/zoom or by telephone
- the provision of written references



- disclosure and Barring System (DBS) check.
- a declaration with regards to any health problem, or condition, which may be relevant to the volunteer placement. Any such information will be used within the framework of current equality legislation;
- Undergoing any checks required to ensure the safeguarding of our residents.

At the end of this process the volunteer will receive a written notification of the outcome.

**[name of Care Home]** will be pleased to provide any volunteer with a reference, albeit basic information in respect of the time served as a volunteer with **[name of Care Home]**.

## 2. Induction Procedure

The induction process ([see Appendix 2](#)) is designed to welcome new volunteers into the Care Home and to ensure that they have the necessary knowledge to undertake their role. The induction programme should be individually tailored to the needs of the new starter. It should incorporate areas identified during the selection / recruitment process that would benefit from further development. Volunteers

The core content and aims of induction for all volunteers remain the same. However, it is expected that certain aspects of induction will differ reflecting the specific needs and requirements of the individual and their particular role.

As part of every induction programme, a checklist is used to ensure that all new volunteers receive all relevant information, as a minimum, relating to:

- The Care Home
- The projects

- Policies and procedures
- Training and development
- Health and Safety
- Safeguarding
- Whistle Blowing
- Equality and Diversity
- Understanding Dementia
- Culture, values, standards, and expectations
- Role particulars

All volunteers are expected to assist in the induction of new volunteers and to provide information and support on an informal basis.

The Volunteer Coordinator is responsible for coordinating the induction process and ensuring that:

- Care Home policies and procedures have been read and understood.
- The new starter has a clear understanding of Care Homes.
- Meetings and introductions with key individuals within **[name of Care Home]** are arranged;
- They are available as a point of contact for support and to answer general queries;
- Shadowing/co-working with a volunteer in the same or similar role is arranged;
- The new volunteer understands the structure of **[name of Care Home]** and the individual roles and responsibilities of its Staff and Volunteers.

### 3. Training and Development

[name of Care Home] is committed to offering all volunteers the opportunity to enhance existing skills and to develop new ones. All volunteers will receive support and regular supervision. The supervision should be on a task management basis.

The Volunteer Coordinator will keep a training log in each volunteer individual file.

### 4. Confidentiality

Volunteers should regard all information to which they have access, or are given as a result of their volunteering, as being confidential unless advised otherwise.

No information should be released to a third party without first seeking the agreement of the Volunteer Coordinator and/or the individual concerned, as appropriate.

[name of Care Home] will fulfil its duty to safeguard the information contained within application forms.

Volunteers have the right to access their own records, including training records and application forms. Should you wish to see these records this can be arranged by giving the Volunteer Coordinator 24 hours' notice.

## Volunteer Management Procedure

### 1. Volunteer records

Confidential records detailing names, addresses and telephone numbers are maintained securely where records will be kept. When the volunteer position requires that a Disclosure Barring Service (DBS) check (formerly known as a

Criminal Records Bureau/CRB search) is undertaken, such information will be retained in a secure environment.

Volunteer records are kept confidential, and each volunteer has the right to access their own personal record in accordance with data protection legislation.

## 2. Induction

All volunteers will receive an induction pack including a description of the Care Home and how it operates. Following the induction period, volunteers will be placed where their skills and interests match the Care Home needs.

Each Volunteer will be provided with a pack highlighting the aims, roles and needs of the Care Home. Feedback from all volunteers as to how and where **[name of Care Home]** can improve this process or pack is welcomed.

## 3. Communication

Achieving strong communication within the Care Home is crucial and all staff and volunteers agree to work to achieve this. The Volunteer Coordinator will provide relevant and updated information to volunteers on a regular basis.

In order to meet Health and Safety requirements volunteers must sign in when arriving, and out when leaving their place of work.

#### 4. Insurance

All volunteers are covered by **[name of Care Home]** 's Employers Insurance Policies and **[name of Care Home]** 's Health and Safety policies, whilst they are engaged in activities on our behalf.

However; **[name of Care Home]** does not provide insurance to cover the transportation of volunteers in vehicles, other than those owned by **[name of Care Home]**. In addition, there is no insurance in place to cover any loss or damage to volunteer personal possessions.

#### 5. Reimbursement of expenses

If requested volunteers will be paid appropriate out of pocket expenses such as travel costs, which will be reimbursed by the [insert relevant position] on production of a completed expenses form appropriate receipts, authorised by the Volunteer Coordinator or [insert relevant position].

#### 6. Absence

Volunteers are asked to inform the Volunteer Coordinator if they will not be available for work due to illness, holidays or for any other reason. It is helpful if volunteers can give **[name of Care Home]** as much notice as possible so that cover may be arranged. There may be occasions when volunteers may wish to take a break from volunteering work for a period of time and **[name of Care Home]** fully respects this.

#### 7. Resolution of issues/concerns

As indicated earlier, the relationship between **[name of Care Home]** and the volunteers does not imply any contract. It remains very important that **[name of Care**

**Home]** is able to maintain and improve its standards of service to its families and that volunteers should enjoy making their contribution to this service.

If, in the role undertaken by the volunteer, **[name of Care Home]** 's standards are not met, then it is appropriate to highlight the procedures that will follow.

- A meeting between the volunteer and the Volunteer Coordinator or other delegated officer will take place where any issues/ concerns will be raised. It is expected that you will be able to freely state your position and the officer concerned will be seeking agreed resolution with you
- If the issue/concern is not resolved, then matters can be escalated to senior management
- In the event that following such meetings and where agreed outcomes have not been met and where standards are still not met, then **[name of Care Home]** will have to sever the relationship

If a volunteer has any issues with any staff member, then they should raise any concerns with the Volunteer Coordinator. Escalation is available via a meeting with senior management.

In addition, the **[name of Care Home]** Complaints policy, is available to highlight a specific concern.

## 8. Health and Safety

**[name of Care Home]** has a statutory responsibility under the Health and Safety at Work Act 1974, to protect the health and wellbeing of volunteers while undertaking any activities on behalf of the Care Home.

All volunteers are responsible for their own safety as well as that of others and are expected to follow any instructions given to ensure their safety as well as acting in a manner that does not put them or others at risk of either physical or mental injury.

To protect the safety of both voluntary and paid staff **[name of Care Home]** discourages staff from putting themselves in vulnerable situations when conducting work on behalf of **[name of Care Home]**. Examples of vulnerable situations are:

- Staff giving lifts to volunteers/colleagues when there are only two people in the car
- Working independently when collecting money
- Working unsupervised with families

## 9 Safeguarding

This section explains adult safeguarding and how to protect older people and your volunteers.

Safeguarding is:

- Protecting an adult's right to live in safety
- Being free from abuse and neglect
- Promoting an adult's wellbeing
- Putting a person at the heart of decision making
- Listening to their views, wishes and feelings

### **The volunteer's responsibility is to**

- Take all allegations of abuse seriously
- Recognise the signs of abuse
- Complete the safeguarding training to ensure they understand safeguarding and their responsibilities
- Report suspicions to their staff contact or project manager

### **If someone makes a sensitive disclosure to a volunteer, they should**

- Remain calm and listen carefully
- Establish the basic facts
- Make notes following the conversation
- Get in touch with the staff contact



## 10. Whistleblowing

### Whistleblowing against malpractice

Some examples of malpractice that volunteers may encounter

- Abuse of older people
- Misuse of care home or resident's funds
- Misuse of care home property
- Unlawful conduct

### If malpractice is suspected volunteers should

- Raise the issue with their staff contact

### If they can't take this step, they should

- Write a letter with their concern to the responsible manager of the care home. They or a nominated deputy will investigate the allegation

### If a volunteer is not happy the concern has been dealt with, they should

Raise a concern with Care Inspectorate Wales see: [Raising a concern about care services | Care Inspectorate Wales](#)

For more information on Whistleblowing procedures, please see the **[Care Home Name]** Whistleblowing Policy

## Smoking

[name of Care Home] operates a non-smoking policy. Doing so is considered to be a breach of policy and may result in the volunteer provision being terminated.

## Drug/Alcohol/Substance Misuse

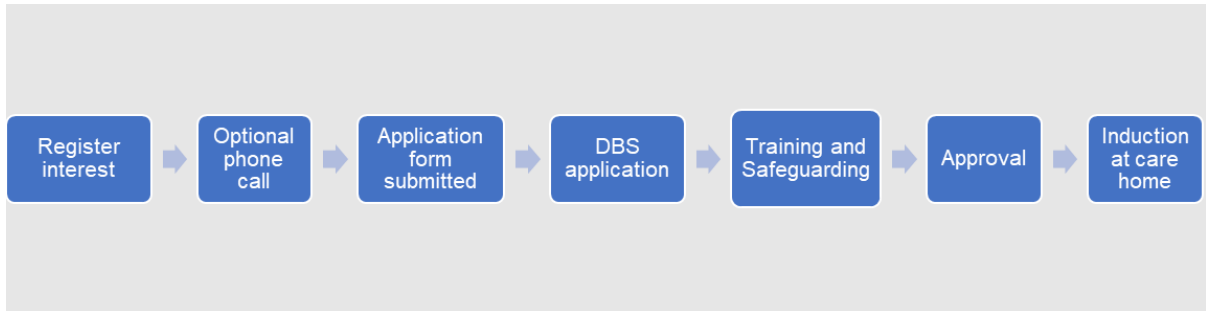
Working whilst under the influence of drugs, alcohol and other substances, which may inhibit the faculties of an individual, is not permitted by any member of staff or volunteer of [name of Care Home]. Any volunteer in breach of this policy may have their volunteer provision terminated.

## Cessation of volunteering activities

[name of Care Home] recognises that volunteers may cease their involvement at any time and for any reason. Exit interviews will be offered to all volunteers to ascertain why a volunteer is leaving. This interview will be an opportunity to share any learning points and will also establish whether the volunteer may want to be involved with [name of Care Home] in the future.

## Appendix 1

### Volunteer Recruitment Flowchart



## Appendix 2

### Volunteer Induction Flowchart

