



Human Resources Policies and Procedures

Volunteering Policy

Policy Title:	Volunteer Policy		
Executive Summary:	The End of Life Partnership (EoLP) recognises the significant and valuable role that volunteers have in creating, implementing and enhancing its services and believe that volunteering should be a worthwhile and rewarding experience for volunteers and that everyone has a role to play in encouraging, developing and supporting volunteer involvement in their work.		
Supersedes:	Policy dated 1 st October 2018 due to establishment of new organisation in April 2014 following the merger of Cheshire Hospices Education (CHE), the End of Life Care Service Model and the Cheshire Living Well Dying Well Partnership.		
Description of Amendment(s)	Section 2.3 Addition of conducts and standards	N/A	N/A
This policy will impact on : All employees			
Policy Area	HR	Version	2
Effective date :	24/09/2019	Review date :	24/09/2021
Approval Record			
	Group/Committee	Consulted	
Consultation :	All staff groups	Yes	
	Volunteers	Yes	
	LMT	Yes	
	Specialist HR advice	Yes	
	People and Culture Committee	Yes	
	Quality and Governance Working Group	N/A	
	Trustee Board	Yes	
Approved by :	Chief Executive Officer	Yes	

Contents

Page

4	Policy Statement
4-5	Organisational Responsibilities
5-6	Principles
6	Procedures
7	Appendix A – Related End of Life Partnership Policies

The End of Life Partnership (EoLP) – Volunteer Policy

1. POLICY STATEMENT

1.1 The End of Life Partnership (EoLP) recognises the significant and valuable role that volunteers have in creating, implementing and enhancing its services and believe that volunteering should be a worthwhile and rewarding experience for volunteers. EoLP intends to encourage, develop and support volunteer involvement in their work.

1.2 For the purpose of this policy, a volunteer is a person who does voluntary work on EoLP's behalf, with voluntary work defined as:

'Any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives.'

National Council for Voluntary Organisations (NCVO).

1.3 Within EoLP, volunteers undertake supplementary and supportive tasks, complementing and not replacing the work of paid employees.

1.4 The EoLP believes that its relationship with its volunteers is one of mutual responsibility within which EoLP and its volunteers both have rights and responsibilities. EoLP hope that volunteers will enjoy their involvement and gain from it in terms of their own personal objectives.

1.5 EoLP expect employees at all levels to work positively with its volunteers and, where appropriate, actively seek to involve them in their work, complying with the procedures detailed below.

1.6 Recruitment of volunteers will be without prejudice or discrimination. Every effort will be taken to ensure that recruitment adverts reach as diverse an audience as possible.

2. ORGANISATIONAL RESPONSIBILITIES

2.1 Chief Executive Officer

The Chief Executive Officer (CEO) has overall responsibility for the effective operation of this policy. Day-to-day operational responsibility for this policy, including regular review of this policy, has been delegated to the Leadership Management Team and Line Managers.

2.2 Manager Responsibilities

Managers are required to ensure;

- All volunteers and employees are aware of the content of this policy and its implementation;
- Volunteers receive specific role descriptions and volunteer agreements, ensuring they have clear expectations of their role;
- Volunteers have a named person as their main point of contact and are provided with regular support and supervision to consider progress, and discuss any concerns;
- All volunteers receive an appropriate induction;

- Appropriate training is offered to volunteers;
- Volunteers have adequate work space, equipment and services necessary to perform their tasks effectively and safely;
- Volunteers attend relevant staff information sessions and events;
- Information given to volunteers, and forms they are asked to complete, are clear and easy to understand;
- Within resources currently available, EoLP will try to meet additional equipment or support needs to enable disabled people to participate fully as a volunteer;
- Volunteers do not undertake inappropriate responsibilities or roles;
- Volunteers are aware of and follow all policies and procedures;
- A confidential file for the Volunteer is made up and maintained. The file will be held in a secure manner in compliance with the General Data Protection Regulations (GDPR);
- On-going support is provided to volunteers including one to one meetings on a regular basis with a named link person.

2.3 Volunteers are required to;

- Be aware of and comply with the procedures outlined within this policy;
- Complete any mandatory training required by EoLP;
- Familiarise themselves with and follow all EoLP policies, procedures, conducts and standards.

3. PRINCIPLES

3.1 Identifying Volunteering Opportunities

If an employee identifies a new volunteering opportunity, they should, discuss the proposal and its implications, in terms of resources and support, with their Line Manager. A Volunteer Role Description will then be developed and a main contact for the new role (named supervisor) will be identified.

3.2 Recruitment

3.2.1 The recruitment process for volunteers will help establish whether potential volunteers and EoLP meet each other's interests and needs. The process will include an informal interview, an application form and taking up of references.

3.2.2 Where a volunteer role requires a volunteer to undergo a Disclosure and Barring Service (DBS) check, if the volunteer has completed one within the previous 3 calendar months, we will not ask them to complete a further check but will request to see the original notification.

3.2.3 Having a criminal record will not necessarily be a bar to anyone who applies to be involved with our work and only relevant convictions will be taken into account when considering a prospective volunteer's application.

3.2.4 At any point in the selection process, if a potential volunteer is considered unsuitable for a role, the reasons will be explained to the volunteer.

3.2 Volunteer Agreement

All volunteers will sign a Volunteer Agreement, which outlines the voluntary arrangement between the volunteer and EoLP. It will also be signed by the designated supervisor for the volunteer. It is binding in honour only and is not intended to be a legally binding contract of employment. This agreement is intended to be flexible enough to take account of changes in a volunteer's circumstances or in the requirements of EoLP.

3.3 Volunteer Expenses

EoLP does not pay expenses unless in connection with training requested by EoLP. Payments are only made for actual (rather than estimated) expenses.

4. PROCEDURES

4.1 Performance

Volunteers will not be subject to EoLP's disciplinary procedures nor have access to The End of Life Partnership grievance procedures. If there are any concerns with performance the volunteer and their named supervisor should initially try to resolve the matter informally.

If conduct or performance is unsatisfactory, the volunteer should be informed that s/he will be offered 'special guidance' for a period. The object of 'special guidance' will be to encourage improvement. If a volunteer does not meet our standards of performance or the steps we have taken to encourage them to improve do not work, the volunteer may be offered more suitable voluntary activities. Volunteer conduct in relation to other volunteers, colleagues and members of the public will also be monitored to ensure should any issues arise they are dealt with promptly and, where applicable, in line with EoLP's Safeguarding Adults at Risk Policy.

If behaviour, which in EoLP's view, is equivalent to gross misconduct then the volunteer activity will be terminated immediately.

4.2 Ending Involvement

Both EoLP and a volunteer can end their volunteering arrangement at any time and without any notice, unless there is an emergency or misconduct. EoLP will aim to give a volunteer at least 2 weeks notice, hoping that they will offer the same to us.

The decision to ask a volunteer to leave will be a last resort, it might not be possible to keep a volunteer, for reasons nothing to do with the person's performance. Every effort will be made to ensure that the reasons for ending an involvement are clarified, recorded and shared with the volunteer.

At the end of a volunteer's time with EoLP their views and experiences will be captured in an exit questionnaire.

APPENDIX A – RELATED END OF LIFE PARTNERSHIP POLICIES

Equality and Diversity Policy
Safeguarding Adults at Risk Policy