



# Family Nursing & Home Care

## **Volunteer Policy**

**June 2023**



## Document Profile

<b>Document Registration</b>	Added following ratification
<b>Type</b>	Policy
<b>Title</b>	Volunteer Policy
<b>Author</b>	Head of Quality and Safety and Head of Human Resources
<b>Category</b> clinical / corporate / education / Health & Safety / HR / Info Governance	Human Resources
<b>Description</b>	This policy sets out Family Nursing & Home Care's commitment to ensuring best practice in volunteer management.
<b>Approval Route</b>	Operational Governance Approval Group and Chief Executive Officer
<b>Approved by</b>	Operational Governance Approval Group (OGAG) and Chief Executive Officer (CEO)
<b>Date approved</b>	OGAG 07/06/2023 CEO 08/06/2023
<b>Review date</b>	3 years
<b>Document Status</b>	This is a controlled document. Whilst this document may be printed, the electronic version posted on the intranet is the controlled copy. Any printed copies of this document are not controlled. As a controlled document, this document should not be saved onto local or network drives but should always be accessed from the intranet.

### Version control / changes made

Date	Version	Summary of changes made	Author
June 2023	1	New policy	See above

## CONTENTS

1. INTRODUCTION .....	5
1.1 Rationale .....	5
1.2 Scope .....	5
1.3 Role and Responsibilities.....	5
2. POLICY .....	7
2.1 Principles .....	7
2.2 Volunteer Appointments.....	7
3. PROCEDURE .....	8
3.1 Appointing Volunteers.....	8
3.1.1 Direct Recruitment Drives .....	8
3.1.2 'Informal'/Ad Hoc Volunteers .....	8
3.2 Training and Support .....	8
3.3 Insurance.....	9
3.4 Driving the Van .....	9
3.5 Volunteer Expenses.....	9
3.6 Confidentiality and Information Governance.....	9
3.7 Problem Solving and Complaints .....	10
4. CONSULTATION PROCESS.....	11
5. IMPLEMENTATION PLAN.....	11
6. MONITORING COMPLIANCE .....	11
7. EQUALITY IMPACT STATEMENT .....	11
8. GLOSSARY OF TERMS.....	12
9. REFERENCES .....	13
10. APPENDIX.....	14
Appendix 1 Equality Impact Screening Tool .....	14

Policy adapted from the Royal College of Obstetricians and Gynaecologist's Volunteering Policy (May 2021) available at [Volunteering policy | RCOG](#)

## **1. INTRODUCTION**

### **1.1 Rationale**

Volunteers are people who willingly put themselves forward to help without the expectation of payment. “Volunteers support particular projects or activities, they can also provide support with ad hoc routine work” (ROCG, 2021, p.2).

Family Nursing & Home Care values the contribution made by volunteers and recognises that a thriving and engaged volunteer base enhances its work as a modern and vibrant charity (ROCG, 2021). It is committed to supporting volunteers and using best practice in volunteer management. The organisation also acknowledges that the volunteer role supports its work around diversity and inclusion (CIPD 2022).

### **1.2 Scope**

This policy is applicable to all volunteers and staff involved in the management and support of volunteers. In the context of this policy, volunteering refers to the help and support given freely to the Charity by people who are not employees. Volunteering by members of staff is not within the scope of this policy.

The definition of volunteer does not include anyone where a secondment agreement is in place.

Although Family Nursing & Home Care Committee members work in a voluntary capacity, their work is also outside the scope of this policy as separate policies are in place to support their role.

### **1.3 Role and Responsibilities**

#### **Committee Members**

Committee Members are responsible for the overall Governance of the organisation. This includes ensuring that the relevant systems and processes in place to safeguard the safety and wellbeing of volunteers as well as the work and reputation of the Charity are effective and maintained.

#### **Chief Executive Officer**

The Chief Executive Officer is accountable to the Committee and is responsible for providing assurance that all systems and processes in place for volunteering are effective and being maintained.

#### **Director of Governance and Care**

The Director of Governance and Care is responsible for ensuring that appropriate systems and processes are in place which reflect the requirements of this policy.

#### **Director of Finance**

The Director of Finance is responsible for ensuring that the organisation has the necessary insurance cover in place for the volunteer role.

### **Registered Manager/Heads of Service**

Registered Manager/Heads of Service are responsible for:

- identifying where volunteer roles would enhance and support the work of their service
- engaging volunteers in accordance with this policy
- monitoring that volunteers are being managed/supervised appropriately
- monitoring that volunteer expectations are being appropriately managed

### **Human Resources Department**

The Human Resources Department are responsible for (where applicable):

- working with others to appoint suitable volunteers
- ensuring that relevant volunteers are appointed in line with this policy
- supporting volunteers and service areas with volunteer placements
- maintaining an up to date register of volunteers
- having an overview of volunteer roles within the organisation

### **Line Managers/Project or Event Leader**

Line Managers/Project or Event Leaders are responsible for:

- ensuring the volunteer is given a suitable induction including a health and safety briefing relevant to the role and fire safety advice where this is appropriate
- ensuring the safety and welfare of the volunteer is prioritised
- making the volunteer aware of this policy
- managing the volunteer's workload, including the effectiveness of the placement
- managing the expectations of the volunteer
- making reasonable adjustments to enable the volunteer to fulfil their potential
- enabling the volunteer's placement to be as positive an experience as possible

### **All Staff**

All staff are responsible for:

- acknowledging the valuable contribution that the volunteer is making to the organisation
- helping to make the volunteer's experience as positive as is possible
- being aware of the parameters in which the volunteer can work
- promoting the safety and wellbeing of the volunteer

### **Volunteers**

Volunteers are not employees therefore have no contractual obligations to fulfil. However, whilst volunteering for FNHC, the organisation expects volunteers to uphold the values and

good reputation of the charity. Volunteers who have signed an Agreement document are expected to operate within the terms of this Agreement.

## **2. POLICY**

### **2.1 Principles**

The contribution made by volunteers will be valued, including “the diversity of ideas, new skills and experience” (ROCG 2021, p.2).

Volunteering must be distinguished from employment. Volunteers will be unwaged but should benefit in other ways e.g. personal fulfillment, development of skills.

Volunteers may contribute on an ad hoc basis e.g. to support events or projects or may provide support on a more regular basis. Flexibility of the volunteer role should be put to best effect to compliment the work of the organisation.

Safeguarding measures will be in place when volunteers are children (under 16) or young people (16-18 years).

Reasonable adjustments will be made to accommodate volunteers where there is this requirement.

Volunteers will not be used as a cost cutting replacement for existing staff.

The Safer Recruitment Policy will be followed for volunteers placed in a regulated activity and the need for additional insurance requirements will be considered on a case by case basis.

There is an expectation that anyone volunteering for Family Nursing & Home Care will adhere to its values and accepted standards of conduct.

### **2.2 Volunteer Appointments**

All expressions of interest by volunteers should be met with a timely and welcoming response.

Family Nursing & Home Care can accept volunteers of any age. However, it has no obligation to accept all those who offer their services.

A risk assessment should be undertaken by the responsible Manager/Project or Event Lead when a volunteer is a child (under 16) or young person (16-18 years). An appropriate adult must accompany volunteers under the age of 16 and they will be responsible for the safety and wellbeing of this child during the volunteering activity. The safeguarding of children and young people is of paramount importance and where required, advice should be sought e.g. from the Safeguarding Lead, Registered Manager for Child and Family Services.

Volunteers for roles that require a more regular commitment to work will go through a selection process appropriate for the role to which they are applying. Volunteers will be selected based on their skills, experience, interests and availability as per the requirements of the particular placement/role (ROCG, 2021). Consideration needs to be given to any implications in respect of insurance cover.

Volunteers will receive appropriate induction and relevant training for the role. All volunteers, including those providing support at ad hoc events, must receive a health and safety briefing relevant to the work being undertaken.

### **3. PROCEDURE**

#### **3.1 Appointing Volunteers**

##### ***3.1.1 Direct Recruitment Drives***

Direct recruitment drives for volunteers will be managed by relevant service areas in conjunction with the Human Resources Department (HR). “Applications should consist of a current CV and covering letter expressing interest in undertaking a volunteer placement, expectations and the time commitments they are willing to make” (ROCG, 2021, p.4).

Where a volunteer role is involved in a regulated activity, the recruitment process needs to follow the organisation’s Safer Recruitment Policy in line with Jersey Care Commission requirements (Jersey Care Commission 2022 a & b). The Registered Manager and Head of Human Resources also need to consider if the organisation’s current insurance provision covers this particular volunteer role.

The Human Resources Department should be involved in any decision where the requirement for a formal application and interview process has been deemed not necessary.

Volunteers in roles that require a more regular commitment to work must all have a standard Disclosing and Barring Service (DBS) check. Where required, a more advance check may be undertaken.

Where applicable, volunteers will be asked to sign an Agreement that is relevant to the voluntary work they are providing. Guidance for all aspects of appointing volunteers is available at <https://www.ncvo.org.uk/help-and-guidance/involving-volunteers/#/>

Volunteers should give reasonable written notice when they wish to leave; however, the organisation recognises that unforeseen circumstances may not enable this to happen. Family Nursing & Home Care will advise volunteers in writing when their services are no longer required. Ideally, there should be at least one week’s notice.

##### ***3.1.2 ‘Informal’/Ad Hoc Volunteers***

‘Informal’/ad hoc volunteers will be managed locally by the relevant Line Manager/Event or Project Lead (however, in the event that any queries or advice requirements arise, managers should liaise with the HR Department as appropriate).

These volunteers should be asked to sign an Event Specific Terms and Conditions form. This form is held by the Fundraising Department.

#### **3.2 Training and Support**

All new volunteers, will be given an induction to Family Nursing & Home Care and their role and any necessary training. “This may include the requirements of the placement, core skills



and knowledge required for the role, health and safety, and other topics, as necessary” (ROCG, 2021, p. 5).

Further support and development may be offered where volunteers are happy to participate.

A health and safety briefing/training must always be given, regardless of the volunteer role or duration of the placement. Where volunteers are located in a building, fire safety must be covered (see Standard Operating Procedures for Fire Safety). In addition, where volunteers would be considered a Display Screen Equipment (DSE) user (see Display Screen Equipment Policy), they need to complete the DSE self-assessment checklist with appropriate action taken where necessary.

Support and a key contact should always be available to volunteers. Every effort should be made to make volunteers feel valued and their contribution to the organisation acknowledged.

### **3.3 Insurance**

Volunteers will be covered by Family Nursing & Home Care’s Public Liability insurance. However, the Line Manager and Head of Human Resources must consider if additional insurance cover is required to meet the needs of the role if this role is in a regulated activity. This should be discussed with the Finance Director or Director of Governance and Care in their absence. No appointments should be made until appropriate insurance cover is in place.

Any volunteer using their own vehicle in the course of their volunteering work, needs to ensure that they are covered by their own policy – the organisation does not provide motor insurance in this situation. However, registered volunteers (with a valid driving license) are covered by FNHC’s motor insurance when driving the organisation’s van.

### **3.4 Driving the Van**

Registered volunteers can drive the FNHC van providing they hold a valid driving licence. Their Line Manager/Event or Project Lead is responsible for checking and recording the validity of the volunteer’s driving license.

### **3.5 Volunteer Expenses**

Volunteers may receive expenses where this has been agreed (in writing) by the organisation. Expenses should be claimed as per the organisation’s current process. Advice on how to do this will be provided by the relevant Line Manager/Event or Project Lead.

### **3.6 Confidentiality and Information Governance**

Volunteers working in roles where there is a requirement for confidentiality and for data protection will receive training to support safe and effective practice. Volunteers will be expected to maintain confidentiality where this is required and to handle data in accordance with local policy and statutory requirements.

Confidentiality and Information Governance requirements will be covered in the Volunteer’s signed Agreement where this is in place.

### **3.7 Problem Solving and Complaints**

Every effort should be made to resolve a complaint informally. The volunteer may make a complaint or it may be about the volunteer. The Family Nursing & Home Care Complaints Policy should be followed when informal resolution has not been possible.

Volunteers should be supported throughout the complaints process and where necessary advice sought from the Human Resources department.

Where there are irreconcilable differences or the expectations of the voluntary placement are not being met, either party may end the arrangement. Termination can be immediate but where possible either party should give one week's notice.

#### 4. CONSULTATION PROCESS

Name	Title	Date
Elaine Walsh	Director of Finance	17.05.23
Claire White	Director of Governance and Care	17.05.23
Sue Ashford	Human Resources Officer	17.05.23
Justine Le Bon Bell	Head of Education	17.05.23
Claire Whelan	Head of Information Governance and Systems	17.05.23
Caroline Hardware-Evans	Income Generation Officer	17.05.23
Michael Gardner	Head of Finance	17.05.23
Michelle Cumming	Registered Manager Child and Family Service	17.05.23

#### 5. IMPLEMENTATION PLAN

Action	Responsible Person	Planned timeline
Policy to be placed on organisation's Procedural Document Library	Secretary/Administration Assistant (Quality and Governance Team)	Within 2 weeks of ratification
Email to 'all users'	Secretary/Administration Assistant (Quality and Governance Team)	Within 2 weeks of ratification

#### 6. MONITORING COMPLIANCE

Line Managers/Project or Event Leads will monitor compliance with this policy informally. The Human Resources Department will also maintain an informal overview of volunteering practice across the organisation to ensure it is safe, consistent, and fair.

Where there have been incidents reported on Assure relating to volunteers or the work they are undertaking, the Quality and Governance Team will monitor that these are being appropriately addressed.

#### 7. EQUALITY IMPACT STATEMENT

Family Nursing & Home Care is committed to ensuring that, as far as is reasonably practicable, the way services are provided to the public and the way staff are treated reflects their individual needs and does not discriminate against individuals or groups on any grounds.

This policy document forms part of a commitment to create a positive culture of respect for all individuals including staff, patients, their families and carers as well as community partners. The intention is to identify, remove or minimise discriminatory practice in the areas of race,

disability, gender, sexual orientation, age and 'religion, belief, faith and spirituality' as well as to promote positive practice and value the diversity of all individuals and communities.

The Family Nursing & Home Care values underpin everything done in the name of the organisation. They are manifest in the behaviours employees display. The organisation is committed to promoting a culture founded on these values.

**Always:**

- ✓ Putting patients first
- ✓ Keeping people safe
- ✓ Have courage and commitment to do the right thing
- ✓ Be accountable, take responsibility and own your actions
- ✓ Listen actively
- ✓ Check for understanding when you communicate
- ✓ Be respectful and treat people with dignity
- ✓ Work as a team

This policy should be read and implemented with the Organisational Values in mind at all times. See [Appendix 1](#) for the Equality Impact Assessment for this policy

## **8. GLOSSARY OF TERMS**

**Volunteers** - people who willingly put themselves forward to help without the expectation of payment

**Registered Volunteer** – this term is used to describe any volunteer acknowledged by Family Nursing & Home Care to be acting in a voluntary capacity for them. They will either have signed a Volunteer Agreement or an Event Specific Terms and Conditions form.

## 9. REFERENCES

CIPD (2022) Volunteering available at <https://www.cipd.co.uk/learn/volunteer> (last accessed 8/03/23)

Jersey Care Commission (2022a) Care Standards, Children and Family Community Nursing; available at [Children's Standards | Jersey Care Commission](#) (last accessed 30.05.23)

Jersey Care Commission (2022b) Care Standards, Home Care; available at [Adult Standards | Jersey Care Commission](#) (last accessed 30.05.23)

Royal College of Obstetricians and Gynaecologist (2021) Volunteering Policy available at [Volunteering policy | RCOG](#) (last accessed 7/03/21)

National Council of Voluntary Organisations (2021) Involving volunteers available at [Involving volunteers | NCVO](#) (last accessed 8/03/23)

National Council of Voluntary Organisations (2021) Recruiting and Welcoming Volunteers available at [Recruiting and welcoming volunteers | NCVO](#) (last accessed 08/03/23)

## 10. APPENDIX

### Appendix 1 Equality Impact Screening Tool

Stage 1 - Screening			
Title of Procedural Document: Volunteer Policy			
Date of Assessment	31.05.23	Responsible Department	Quality and Governance
Name of person completing assessment	Elsbeth Snowie	Job Title	Head of Quality and Safety
Does the policy/function affect one group less or more favourably than another on the basis of:			
	Yes/No	Comments	
Age	No	Under 16s to be accompanied by a responsible adult	
Disability Learning disability; physical disability; sensory impairment and/or mental health problems e.g. dementia	No	Includes the need to make reasonable adjustments	
Ethnic Origin (including hard to reach groups)	No		
Gender reassignment	No		
Pregnancy or Maternity	No		
Race	No		
Sex	No		
Religion and Belief	No		
Sexual Orientation	No		
<b>If the answer to all of the above questions is NO, the EIA is complete. If YES, a full impact assessment is required: go on to stage 2, page 2</b>			
Stage 2 – Full Impact Assessment			
What is the impact	Level of Impact	Mitigating Actions (what needs to be done to minimise / remove the impact)	Responsible Officer
Monitoring of Actions			
The monitoring of actions to mitigate any impact will be undertaken at the appropriate level			