

Pioneering Care Partnership Volunteer Policy



Aim

This policy sets out the way we intend to put our Volunteer Charter into practice. The Volunteer Charter is a set of aims and principles to which we subscribe as an organisation

Scope

The organisation has adopted this policy to set out how we will work with volunteers and what they can expect by way of support and training whilst volunteering with the organisation

Policy

Recruitment

PCP is committed to Equality & Diversity (see PCP Equality & Diversity Policy) and to offering equality of opportunity to volunteers from different backgrounds.

All volunteers will be recruited through a fair and equal process.
Role descriptions will be made available for all volunteer roles.

Acceptance as a volunteer will be subject to receipt of 2 satisfactory references from suitable referees and a positive outcome from a DBS check, should there be the need for a DBS check. The requirement/decision for a DBS check will be done by HR based on the volunteer role.

Under exceptional circumstances Senior Managers may grant exemptions from DBS checks for volunteers who have learning difficulties and who are unable to supply the necessary DBS application documentation. These cases will be individually reviewed and the relevant Volunteer Supporter informed accordingly.

Training

PCP will provide necessary training in order to enable the volunteer to perform a specific role and all volunteers will have an induction within 6 weeks of commencing their volunteer role. In addition PCP provides Policy Induction training for all volunteers including as a minimum, policy training in:

- Equality & Diversity
- Confidentiality
- Health & Safety

Support

Every volunteer will have a designated member of PCP staff (their Volunteer Supporter) to support them, who will regularly discuss their volunteering, and any successes & problems.

The Volunteer Supporter will explain the standards we expect of our services and encourage and support volunteers to achieve and maintain them.

During each year as a minimum the volunteer will be asked to complete a volunteer evaluation and six month review. This is sent out electronically and paper based for those without an email contact. These evaluations will only be viewed by the Volunteer Development Worker, and the information will be used to produce an annual report that will be anonymised. The aim of this is to help us evaluate how we work with volunteers and what changes we can make to improve the overall experience.

Expenses

PCP will pay all volunteers reasonable out of pocket expenses on presentation of valid receipts and claims forms. The authorised claim must be made using a volunteer expenses form and along with receipts should be sent to finance and will be paid within 14 days. Please note that 14 days applies to authorised and signed forms, any missing information or signatures will be sent back to the volunteer supporter and not be processed until corrected.

Equipment

PCP will provide the appropriate equipment/tools/materials to enable volunteers to carry out their tasks.

Insurance

All registered volunteers are covered by Insurance (this does not include Personal Accident Insurance). All volunteers will be made aware of how to record accidents and incidents during induction with their volunteer supporter.

Health & Safety

PCP has a duty of care to avoid exposing volunteers to risks to their health and safety. PCP has a Health & Safety Policy and procedures in place to protect volunteers and all volunteers will receive a health & safety induction relevant to their volunteering role.

Comments, Compliments & Complaints

PCP will ensure volunteers are aware of how to raise any grievances they may have and how PCP will deal with volunteers acting in an inappropriate manner. This will be through their Volunteer Supporter, with redress to the relevant Senior Leadership team member as appropriate, should problems not be resolved in the first instance.

Confidentiality

PCP operates to a Confidentiality Policy, which incorporates the Data Protection Act. Volunteers must respect this and are provided with policy induction training to ensure how this applies to them. Should confidentiality issues arise, it is the responsibility of the Volunteer Supporter to decide on a course of action, with support from the relevant Programme Manager / Senior Management Team member as appropriate.

All volunteers will be asked to sign a confidentiality statement before commencing their volunteer role.

Volunteer Hours

PCP will recognise and monitor the contribution, in terms of hours, that volunteers make to the organisation and record this contribution in relevant reports. Volunteers must complete monthly timesheets detailing number of hours support provided.

Volunteers Involvement in Decision Making

PCP is committed to involving volunteers in the planning and monitoring of the organisation's activities. Volunteers will be given the opportunity to be involved in the organisation's sub groups relevant to their area of activity and experience.

Responsibilities

The Volunteer is responsible to ensure they adhere to the sections within the policy.

The Operations and Governance Officer is responsible for ensuring that information to support both volunteers and volunteer supporters is accurate and up to date.

Communication

PCP will ensure that:

- All volunteers are aware of the policy at induction;
- The policy is available on PCP's intranet;
- Generic training will include examples or reference to this policy;
- This policy is easily accessible by all members of the organisation;
- Volunteers are informed when a particular activity aligns with this policy;
- Volunteers are empowered to actively contribute and provide feedback; and
- Volunteers are notified of all changes to this policy in a timely manner.

Monitoring and review

This Policy will be reviewed by the Operations Manager annually to ensure that it remains compliant. A full formal review will also take place every 3 years by Senior Leadership Team as part of the Policy Review Cycle, and approved by the Board of Trustees.

Policy Document Tracking

Action	Date(s)
Draft to SMT:	29 th June 2023
Approved Policy circulated to SMT:	July 2023
Approved Policy uploaded to shared:	July 2023
Approved Policy circulated to staff:	July 2023
Interim Review Date:	June 2024
Main Review Date:	June 2026
SMT Lead for Review:	Operations Manager

Confidentiality agreement (GDPR Compliant)

This agreement is made between Pioneering Care Centre and {*Insert name of volunteer*}.

During the course of your volunteering you will have access to and knowledge of Charity confidential information and trade secrets.

Disclosure of any of this confidential information and/ or trade secrets could have serious financial consequences and/ or create serious competitive disadvantages for PCP. There may be material damage, financial or otherwise, deliberate or otherwise, to the organisation legitimate business interest.

Under the terms of this confidentiality agreement, you agree to keep secret and shall not at any time, either during volunteering or post- volunteering, use, communicate or reveal to any person any trade secret or confidential information relating to the Charity or any Associated Company.

You are aware of the Charity policies in relation to compliance with the General Data Protection Regulation and undertake to act in accordance with these at all times. Any breach of these policies and action taken can include dismissal without notice.

Confidential information, for the purpose of this policy, includes:

- Systems, techniques or know how of the Charity suppliers or customers as they exist from time to time.
- Systems, designs and other computer technology, software specifications, documentation, product lists, customer/commissioner lists, research and development, formulae or formulations, costing, profit margins, discounts, rebates, and other financial information.
- Current Charity business activities, including past, present, and future plans relating to all or any development, production or sales including the timing or all or any such matters, the development of new products, production or design secrets. It also includes designs or specifications of the products of the Charity or any Associated Company.
- Charity pricing, credit policies, credit procedures, payment policies, payment procedure and systems for the same, whether of the Charity or of any Associated Company, details of the Charity clients and customer or prospective clients and customers including commissioners.
- Any other information which is notified to you during the course of your volunteering as being confidential or secret or is received or obtained by you in confidential circumstances.

The restrictions under the terms of this confidentiality agreement shall not apply to:

- Any disclosure of use of information the Charity or any Associated Company has expressly authorised or as required in the ordinary and proper course of your volunteering or as required by a court or tribunal of competent jurisdiction or as required by a relevant regulatory authority; or
- Information already in the public domain not as a result of a breach of this clause or breach of an equivalent provision or other unlawful act (whether done by you personally

or by an agent, whether on your own account or for or in association with any other person or by any other employee or volunteer of the Charity or any Associated Company).

Documentation generated during your volunteering.

All documentation generated during your volunteering including notes, memoranda, records, and writings that relate to the business of the Company or any Associated Company to whose business they may relate.

On termination of your volunteer role for any reason you shall immediately return to the Charity all books, documents, original papers, copy papers, materials and of the property of or relating to the business of the Charity or any Associated Company currently in your possession or which are or were last under your possession, custody, power or control.

Volunteer Name:

Print Name:

Signed by Volunteer:

Signed by Volunteer Support

Position:

Position:

Date:

Date: