

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 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 PCP's 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 Management team member as appropriate, should problems not be resolved in the first instance.

In addition, PCP has a Comments, Complaints and Compliments procedure to enable users of the organisation to make a comment about a volunteer where necessary. Volunteers can also utilize the Comments, Complaints and Compliments procedure to make comments or suggestions about PCP services.

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.

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 Volunteer Development Worker 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 Business Excellence annually to ensure that it remains compliant. A full formal review will also take place every 3 years by Senior Management Team as part of the Policy Review Cycle, and approved by the Board of Trustees.

Policy Document Tracking

Action	Date(s)
Draft to SMT:	10 th September 2019
Draft to Board:	30 th September 2019
Ratified by Board:	30 th September 2019
Approved Policy circulated to SMT:	October 2019
Approved Policy uploaded to shared:	January 2020
Approved Policy circulated to staff:	January 2020
Interim Review Date:	
Main Review Date:	September 2022
SMT Lead for Review:	Lindsay Sheridan