



Lindsey Lodge Hospice and Healthcare

VOLUNTEERING POLICY



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Introduction

At Lindsey Lodge we value our dedicated volunteers - they are an integral part of the hospice and greatly support the work that we do.

1. What is this policy about?

This policy identifies and sets out the principles by which Lindsey Lodge Hospice involves volunteers. The Hospice is committed to best practice in volunteer management and as such this policy sets out the standards for volunteer recruitment and management and ensures that volunteers understand the standards that they can expect whilst at Lindsey Lodge.

This will also include the following:

- To ensure that the diversity, wealth of skill, talent and activity is recognised, celebrated and strengthened and that the Hospice nurtures the capability and capacity for volunteering that exists within the organisation.
- To ensure that we welcome, provide effective induction and training, management, care and support for all volunteers.
- To ensure the cooperation between volunteer and paid staff is seamless, the 'whole team' offering a professional standard of service to all visitors, patients, customers and other stakeholders

2. Who is this policy for?

This policy is for Lindsey Lodge volunteers and for employed staff that work with, and provide support to, volunteers within the hospice.

3. Definition of volunteering.

Volunteers support Lindsey Lodge Hospice by freely giving their time to carry out roles which have been clearly defined by the hospice. The National Council for Voluntary Organisations (NCVO) defines volunteering as:

'Any activity that includes spending time unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual.'

At Lindsey Lodge we have a range of supporters, who are covered by this definition, including:

- In-Hospice volunteers



- Retail volunteers
- Community Support Groups
- Fundraising volunteers
- Trustees/Chaplains/Therapists

Lindsey Lodge recognises that the Volunteering relationship is based on trust and does not involve the obligations associated with employment. No payment other than reimbursement of agreed out of pocket expenses are made to volunteers who give their time and skills to volunteers to support the work of the hospice. The arrangement is voluntary on both sides, mutually beneficial and either party can bring to an end at any time.

4. Responsibilities

Our volunteers are integrated within the structure of the hospice therefore each line manager/team leader is responsible for all volunteers in their team in the same way they are responsible for the employees in their team. This responsibility extends to ensuring that their volunteers receive adequate training and support to carry out their role and receive all relevant information in relation to their role within the function. The Workforce department are available to provide advice and guidance to both managers and volunteers in relation to volunteer management

Some specific volunteer roles require a formal qualification such as volunteer hairdressers or volunteer therapist. In these circumstances proof of qualification will be checked at appointment and if applicable refresher/continuing professional development will be undertaken. This will be reviewed on an annual basis as part of the annual review meeting held between the line manager and the volunteer. It is the responsibility of the volunteer to ensure they have met and can demonstrate they have met the requirements of the specific role.

5. Volunteering makes a difference

Lindsey Lodge recognises there are mutual benefits to volunteering which include the following:

To people, patients and service users

- enhances patient experience and outcomes
- enables people to take control and manage their own health and wellbeing

To services and staff

- extends and adds value to services
- facilitates new approaches to health and care including community-centred approaches and social prescribing
- can help Lindsey Lodge engage with communities and citizens in new ways
- helps to connect services and provide more integrated care
- engages hard to reach groups and tackles health inequalities
- helps change the culture of Lindsey Lodge and the way we operate
- supports governance and accountability
- brings unique perspectives and credibility

- helps access new skills, knowledge and experience
- helps free up staff time
- improves staff satisfaction and organisational culture

To volunteers

- supports the health and wellbeing of the volunteer
- provides opportunities to meet people and get to know a diverse community
- provides an inclusive and diverse environment with a commitment to showing kindness and respect to each other.
- develops skills and experience

6. Values, behaviours and attitude

At Lindsey Lodge it is recognised that we are all ambassadors for the hospice and that's why our key values support behaviours that underpin our day to day work with patients, families' colleagues and supporters which all staff and volunteers are expected to display:

- ***Caring and compassionate***
- ***Acting with professionalism and respect***
- ***Responsive to the needs our patients, families and carers***
- ***Excellence in all that we do.***

7. Expectations - Reflecting our core values, the following attempts to set out the expectations in order to achieve a mutually supportive and beneficial relationship between Lindsey Lodge and the individual volunteer.

Lindsey Lodge will commit to the following:

- Volunteers can expect an induction and the provision of ongoing training for key tasks and responsibilities in relation to their volunteering role.
- Volunteers will be provided with a named person (line manager) who volunteers can contact and who will maintain regular contact and provide guidance and support.
- Line Managers will offer a 'settling in' review to new volunteers within the first 12 weeks, and undertake an annual reviews providing feedback on performance to include identifying any learning and development needs.
- We will reimburse reasonable out of pocket expenses in accordance with agreed hospice policy
- We will resolve any problems/concerns in accordance with agreed policies.
- We will provide an environment where individuals can expect to be treated in line with core Hospice values and the principals contained within the equality and diversity statement.
- We will keep volunteers informed about relevant changes and welcome feedback to improve what we do.
- We will undertake 'a return to volunteering' meeting for any individual who has been unable to fulfil their volunteering role due to long term sickness or injury in order to ensure every reasonable



support is offered prior to the individual's return and to fulfil our duty of care. As part of their duty of care Line Managers will make reasonable contact with any volunteer who is off on long term sick or who withdraws from their volunteering role without any explanation.

Lindsey Lodge expects volunteers:

- To demonstrate behaviours that reflect Lindsey Lodge core values
- To perform their volunteering role to the best of their ability and attend all training
- To comply with relevant Hospice policies and procedures
- To maintain regular contact with line manager informing them if contact details change and to tell us if something is causing them concern regarding their volunteering role.
- To maintain confidentiality in accordance with Hospice policy.
- To give reasonable notice wherever possible so other arrangements can be made when unable to meet agreed role commitments.
- To be aware of and act within the principals contained within the Hospice's Equality and Diversity statement
- To participate in an annual review and any other review that is required for their role.
- To advise their line manager of any issue or health condition that may impact upon their ability to undertake their volunteering role.

8. Volunteer Recruitment

Whilst the Hospice believes in involving volunteers of all ages and from all backgrounds, the role must primarily be of real use to the Hospice's provision of services to the community.

8.1 We take all volunteers through a values based recruitment process. The process varies according to the type of volunteering role. Depending on the nature of the role, the process includes some or all of the following:

- Application form - Reference/testimonial which should not be the future line manager or related to the volunteer by blood or marriage. The referee should be over 18 years of age and should **preferably** have some knowledge of the volunteer in a work capacity.
- Interview- (this is a values based Interview focused on the Hospice's vision, mission and values)
- DBS check at the appropriate level (for those volunteer roles undertaking regulated activities)
- Induction training
- Role specific training

8.2 If a prospective volunteer has suffered a close bereavement within the last year, an assessment and judgement will be made about the suitability of the role and area that that person volunteers in. This assessment will consider the impact on both to the volunteer and on the prospective department.

8.3 Disclosure Barring Service - If a DBS check is carried out (for that roles that include undertaking a regulated activity) and shows that a volunteer has a history of offences, workforce and relevant senior members of the management team discuss and make the decision whether the volunteer can take up a volunteering placement. The rationale behind the decision is documented and held by the workforce department for future reference.



8.4 Roles and responsibilities - Volunteers' roles and responsibilities will be made clear to the individual to ensure they are aware of the nature of the role and a broad role outline will be made available. All volunteer roles will have a role description in order to guide the individual with the particular role boundaries which will be discussed during the recruitment process. In circumstances where the individual wishes to leave a particular volunteering role but would like to remain volunteering for the organisation, we will try to make alternative roles available where possible and where the organisation requires it.

8.5 Induction/Training - All volunteers will be invited to complete generic induction training; this may be after they have begun volunteering but will aim to be within the first three months of volunteering. They will also be given role specific training and support. Volunteers will be invited to refresher training every 3 years, and will be given on-going access to any other role relevant training.

9. Support and supervision

Volunteers are managed on a day to day basis by the appropriate department/area lead. All volunteers will be given on-going support as appropriate, by their department lead. Should a volunteer experience a significant life event, support from within the organisation will be offered where appropriate and/or a 'break' from volunteering offered.

Volunteers will be offered a 'settling in' review session with Line Managers between 6-12 weeks from their starting date. This will be followed up by an annual review process which will offer both the volunteer and the line manager opportunities to reflect on the previous year and to discuss the year ahead.

10. Recognition (formal and informal)

We encourage managers/supervisors responsible for volunteer supervision to be pro-active in recognising the contribution that volunteers make. This can range from a simple "Thank you" to including volunteers, where applicable, in any decision making and putting in place changes to processes.

On occasions there are opportunities to take part in regional and national awards and we encourage staff to put volunteers forward for such awards.

The workforce function will co-ordinate processes to ensure formal recognition also takes place, for example during Volunteers' Week or at staff and volunteer awards events.

11. Concerns/Complaints

Sometimes a volunteer may have concerns or a complaint about their volunteering role or the environment they work in. In either case, reference must be made to the grievance or speaking out policy in so far as the policy applies to volunteers.



Where ever possible concerns should be managed in a timely manner and informal resolution should be tried before formal processes are evoked if the volunteer consents to this.

The workforce department will support with these discussions however line managers are encouraged to approach issues directly in the first instance where possible.

Volunteers should be provided with the opportunity to complete an exit interview form on leaving the organisation.

12. Health & Safety

We take our responsibility for the health and safety of volunteers very seriously and the following precautions are made:

- Adequate insurance is arranged for all workplaces and events
- All legal requirements are fulfilled
- Risks and hazards are identified and managed as per best workplace practice through workplace risk assessments.
- Effective arrangements are in place to ensure safety and an efficient working environment for all volunteers

Volunteers are made aware of their health and safety responsibilities during induction and have access to the relevant policies. It is important that any incidents that occur on Lindsey Lodge sites are reported promptly and escalated in accordance with Health & Safety reporting procedures.

13. Equality and Diversity

We are an equal opportunity organisation and strongly believe in the application of equality at all times and to all. All applicants for volunteering roles are given equal opportunities in all areas in accordance with our Equalities and Diversity statement. This means that no one will receive less favourable treatment on the grounds of gender, gender reassignment, age, marital status, social class, colour, race, ethnic origin, religion, sexual orientation, creed or disability.

We do not specify an upper age limit for volunteering.

14. Conduct

Volunteers will be asked to read and acknowledge receipt of the role description for each role they undertake. Their responsibilities with regard to confidentiality will be covered at induction. Breach of confidentiality is likely to lead to a termination of their voluntary involvement.



15. Data Protection and GDPR

The Hospice will keep use, retain and dispose of all volunteer documents and information in accordance with all relevant legislation.

16. Policies

Volunteers are encouraged and able to access all relevant policies by speaking to any member of staff. It is anticipated that that volunteers will comply with policies in so far as they relate to volunteer appointment. All relevant policies are available in electronic format on the LDrive, Human Resources/Information for staff/Policies; Hard copies are also available on request from the workforce department.

17. Volunteer Engagement

Volunteers will have access to the Hospice newsletter. The Chief Executive together with the Workforce department and other Senior Managers will aim to keep volunteers up to date with other developments and changes as they occur via the Chief Executive weekly bulletin. Volunteers will be invited to staff and volunteer engagement forums, where they can share their thoughts and ideas as well as learn about the work of the organisation. Staff and Volunteer surveys will be carried out, and the results and impact published. All volunteers will have equal access to engagement events where it impacts upon volunteering activities. The Hospice as an organisation has a responsibility to keep staff and volunteers up to date with communications; emails, virtual meetings, electronic communication and notice boards will be used for this purpose. The hospice has also identified a Trustee to the role of 'Volunteering Champion' who will engage with volunteers and act as a conduit on key issues affecting volunteers for discussion and action at the Hospice's workforce committee. (Details to be provided in addendum at the end of policy).

18. Expenses

We greatly appreciate the time and effort of all our volunteers and we do not expect them to be out of pocket for volunteering their time. If they have to spend money they otherwise would not, this is an out of pocket expense. Whilst it is recognised by the organisation that the vast majority of volunteers who support the Hospice do not wish to be reimbursed for out of pocket expenses, however should a volunteer need/want to claim out of pockets expenses they should contact their line manager and complete the necessary documentation. The matter will be considered by the Chief Executive or Deputy Chief Executive in order to determine whether reimbursement should be processed. For example, it may not be reasonable to recruit a volunteer who is choosing to travel a long distance to volunteer thereby creating an unnecessary cost to the hospice. Each case will be looked at on an individual basis to ensure that individual volunteers are treated reasonably and that Hospice funds are managed appropriately in this regard.

When claiming expenses volunteers must submit receipts that show reasonable and genuine out-of-pocket expenses they have incurred. We will consider reimburse them for expenses, such as:

- The additional cost of changing car insurance to include cover for business travel (only applicable if volunteers use their car for volunteering activity – not for travel to and from the normal place of volunteering e.g. hospice, support group,
- Any postage costs
- The cost of any phone calls
- The cost of parking whilst undertaking volunteering
- Bus fares

To make a claim volunteers complete a volunteer expenses form, attach their receipt(s) and submit it to their manager/supervisor for approval and for processing to finance on a monthly basis.

19. Responsibilities

Chief Executive Officer

The Chief Executive must ensure the implementation of the Policy and that Lindsey Lodge Hospice meets its statutory obligations.

Management/Leadership Team

Members of the Management/Leadership Team must ensure this Policy is complied with within all parts of the organisation for which they have responsibility.

Workforce function

The workforce team will seek to undertake the following:

- promote best practice in volunteer management and support the recruitment process for volunteers ensuring there is compliance with agreed standards.
- monitor and assess volunteer satisfaction
- monitor and assess the relevance and suitability of volunteering taking into consideration feedback received via exit interviews/annual reviews.
- ensure appropriate recognition processes are in place to acknowledge the contribution of volunteer workforce.
- build links with volunteer leaders/co-ordinators in the wider local community to support volunteering initiatives, shared learning and shared interests.
- plan, develop, review and evaluate the policy for effectiveness
- raise issues of concern to the Chief Executive.

Line Manager/Supervisor

Line Managers/supervisors must ensure that they:

- lead the recruitment and retention of volunteers to include: interview and selection, carrying out the 'Settling in' review and the 'Annual review' meetings
- supervise, recognise and support volunteers in their workplace including undertaking return to role interviews for those volunteers who have had a period of long term sickness or injury.



- ensure regular communication and feedback
- provide a duty of care to volunteers in their workplace ensuring all incidents in the workplace are appropriately escalated in line with agreed the health and safety policy.
- determine training requirements, ensuring safe practice and volunteer development
- monitor and take actions to improve volunteers’ wellbeing and satisfaction
- Offer exit interviews/exit interview forms to volunteers leaving the organisation.

Trustee Champion

A Trustee champion from the Hospice’s Board of Trustee will be identified to act as a point of contact for volunteers to promote and support effective volunteering throughout the organisation and work with both line managers and volunteers to identify good practice and shared learning. *Details of useful contacts for volunteers to be added as an addendum*

20. Policy dissemination

This policy will be available to volunteers during their induction and any policies referenced within are available on the L: Drive under Workforce/information for staff and volunteers/policies and their named manager. This policy will be disseminated to all line managers/team leaders to facilitate their commitment and compliance and also considered and reviewed at a volunteer and staff engagement session.

All Staff at Lindsey Lodge

Every staff member should comply with this policy in order to build good working relationships with volunteers and develop a bond of trust, respect and confidence.

ISSUE DATE - 1/9/2019 Review 2 years (agreed to review following changes in staffing arrangements)				
Owner/Author/Contact: Jane Lacey-Hatton Monitoring Board – Workforce Committee				
Date of ratification:				
To be reviewed	Review completed	By	Approved By	Circulation
Reviewed in light of disestablishment of VSM role	Feb 21	JLH	Workforce Committee	All L:Policies & Guidelines
Feb 2023				