

# Volunteer Policy

The purpose of this policy is to provide overall guidance and direction to members, staff and volunteers. This policy is an internal management guidance document and does not constitute a binding contractual or personnel agreement.



## Definition of a Volunteer

A volunteer is defined as an individual who gives some time, freely and by choice, without pay, for the benefit of others in the community.

## Value of Volunteering

3.1 Healthwatch Hackney recognises that people may wish to do voluntary work in order to learn, develop new skills or gain employment experience. We believe that volunteering helps to effect social change and improves the quality of life for all.

3.2 Healthwatch Hackney recognises that it will benefit from the extra work that can be achieved through volunteers and the experience each volunteer will bring to the organisation. Thus, volunteers deserve appropriate support and recognition.

## Equal Opportunities

The equality and diversity policy for Healthwatch Hackney will apply and no person seeking voluntary work with the organisation should be discriminated against on the grounds of ethnic origin, age, sexuality, marital status, disability or religious beliefs.

## Recruitment of Volunteers

5.1 Healthwatch Hackney will not recruit volunteers to displace any paid employee from his or her position or to undertake any voluntary work, which is the responsibility of an employee.

5.2 Potential volunteers are asked to complete Healthwatch Hackney Volunteer Application Form. One reference is required; this could be a friend of the family, work colleague, teacher at college, etc. But must not be a relative.

5.3 All potential volunteers will be interviewed, a two-way process, to assess their suitability with the organisation and if the organisation is the right one for the potential volunteer. This is also an opportunity for the volunteer to ask any questions regarding the work and the nature of the organisation.

## Agreement

6.1 It is the responsibility of Healthwatch Hackney staff to identify worthwhile opportunities for voluntary work that complement the work of paid staff.

6.2 Decisions to involve volunteers will be made following team meeting discussions and with the acknowledgment of the Executive Committee members.

6.3 All volunteers will receive a copy of an agreed responsibilities form.

6.4 An agreement will be drawn up on the basis of the work offered and what is expected of the volunteer. The volunteer must provide at least one character reference.

6.5 The disciplinary and grievance procedures of Healthwatch Hackney will apply to volunteers.

6.6 Volunteers will be given a Volunteer's Pack, which will outline all procedures and policies. Volunteers are expected to operate within this framework.

## Confidentiality

7.1 Volunteers will be clearly briefed by their supervisor about the importance of keeping confidential information gained in the course of their voluntary work.

7.2 Volunteers are responsible for maintaining the confidentiality of privileged information to which they are exposed while working, whether this information involves clients, members of staff, volunteers, other persons or the overall business of the organisation. Volunteers must sign and abide by Healthwatch Hackney Confidentiality Policy. Should infringement occur by a volunteer appropriate disciplinary action will be taken.

## Induction

All volunteers will receive an induction to Healthwatch Hackney Volunteer Policy. You will be provided with a volunteer task description to clarify expectations. You will be given an induction checklist that you work through. Your supervisor will co-ordinate an induction programme covering Healthwatch Hackney role and structure, background, staff roles, and organisational policies and procedures.

## Supervision and Support

Each volunteer will be allocated a supervisor to whom he/she can be accountable and the frequency of supervision will be agreed between the volunteer and supervisor.

## Expenses

Travel expenses will be reimbursed on production of a valid receipt. Car mileage will be reimbursed .....p per mile/km.

## Insurance

You will be covered by Healthwatch Hackney insurance policies in respect of public liability and personal accident.

## Training

Within the limits of Healthwatch Hackney resources, training opportunities will be offered. Sufficient information and training will be provided in order to enable you to carry out your voluntary work.

## Health and Safety

13.1 Healthwatch Hackney aims to provide and maintain safe and healthy working conditions, equipment and systems of work for staff and volunteers and to provide such information, training and supervision to achieve this aim.

13.2 A detailed policy is enclosed with the Volunteer's Pack.

## References

Volunteers moving onto other voluntary work or paid employment will be entitled to receive references from Healthwatch Hackney

Volunteering Policy

Personal Profile Form

Volunteering Personal Profile Form for Healthwatch Hackney

To be completed by all new volunteers/employees

1. Personal Details

Title: \_\_\_\_\_ First name: \_\_\_\_\_ Surname \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Tel No: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Occupation/role: \_\_\_\_\_

## 2. Qualifications/Training

Please enter details of any courses you attended, which are relevant to volunteering / caring for children and young people.

Date(s),      Title of Qualification      Training Subjects      Length of course      Name of organisation

Date(s),	Title of Qualification	Training Subjects	Length of course	Name of organisation

## 3. Experience

Please give details of experience of working with children/young people under the age of 19years? Where previously have you worked and in what capacity including within which dates?

#### 4. Referees

Please provide the name and address of two responsible persons for references. References should not be related to you and, where possible, should have knowledge of your ability to care for or be in the proximity of children/young people.

All references will be taken up.



You should secure prior agreement of references before providing their names.

Referee 1	Referee 2
Name: _____	Name: _____
Address: _____ _____	Address: _____ _____
Postcode: _____	Postcode: _____
Telephone no: _____	Telephone no: _____
E-mail: _____	E-mail: _____

## 5. Declaration

I have read and understood the organisation's Volunteering Policy and agree to CONFIDENTIAL vetting procedures. I agree to inform the organisation of any changes in circumstances.

Signed:

\_\_\_\_\_ Date: \_\_\_\_\_

Review

Date: \_\_\_\_\_

By whom: \_\_\_\_\_