



<b>POLICY INFORMATION (Policy no VOL005)</b>	
<b>Subject</b>	<b>Induction and Training of Volunteers Policy</b> <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
<b>Applicable to</b>	All volunteers of Nottinghamshire Hospice
<b>Target Audience</b>	Allocated managers are responsible for ensuring volunteers are inducted and given the correct training in accordance with this policy and procedure.
<b>Date issued</b>	July 2024
<b>Next review date</b>	July 2027
<b>Lead responsible for Policy</b>	Director of People Services
<b>Policy reviewed by</b>	Chief Executive Officer / Director of People Services
<b>Notified to (when)</b>	Senior Leadership Team (July 2024)
<b>Authorised by (when)</b>	Senior Leadership Team (July 2024)
<b>CQC Standard if applicable</b>	
<b>Links to other Hospice Policies</b>	Volunteer Policy VOL001
<b>Links to external policies</b>	
<b>Summary</b>	The aim of this policy is to outline an equitable and fair approach to inducting volunteers into Nottinghamshire Hospice and to encourage good practice in line with the expectations of Nottinghamshire Hospice.
<b>This policy replaces</b>	Induction and Training of Volunteers Policy VOL05 (2021-4)

#### **IMPORTANT NOTICE**

Staff should refer to the Hospice website for the most up to date Policy. If the review date has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Review date</b>
Original policy written by Executive Assistant and Volunteer Officer	Mar 2014	Mar 2016
Policy reviewed by Volunteer Manager	Mar 2015	Mar 2017
Policy reviewed by Volunteer Development Manager	June 2018	June 2020
Policy reviewed by Volunteer Service Manager	Jul 2021	Jul 2024
Policy reviewed by CEO/Director People Services	Jul 2024	
Policy notified to Senior Leadership Team	Jul 2024	
Policy ratified by Senior Leadership Team	Jul 2024	Jul 2027
Updated control sheet and published on website	Jul 2021	Jul 2024

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<p><b>1.</b></p>	<p><b>Introduction</b></p> <p>Nottinghamshire Hospice is committed to providing induction and training for volunteers to recognise and enhance their experience of volunteering as a personally rewarding activity and to maintain the quality of Hospice services.</p>
<p><b>2.</b></p>	<p><b>Definitions</b></p> <p>Training and development is defined as learning undertaken by volunteers to maintain and advance their skills, knowledge and competencies specifically as they relate and add value to the roles they will be carrying out, and the service they will be providing.</p> <p>Induction is defined as a meeting held either virtually, in the Hospice or Shop or other location which ensures volunteers understand the vision, mission and values of the Hospice alongside the health and safety and practical elements of their volunteering role. It can also include any relevant documentation for the volunteer to read.</p>
<p><b>3.</b></p>	<p><b>Procedures and Compliance</b></p> <p><b>Identifying Training Needs</b></p> <p>The initial development of a role description for all new volunteer roles will outline the skills, training requirements, objectives and boundaries relevant to the role.</p> <p><b>Training and Development Process</b></p> <p>All volunteers must complete an induction, covering general volunteering information provided by the Volunteering Team and a role specific induction provided by the manager allocated to the individual, relevant to their volunteering.</p> <p>Mandatory training based on the requirements of the volunteer role must be completed before the volunteer can begin in their role, except in Retail where the programme is delivered over a number of sessions. The majority of</p>

	<p>mandatory training is to be completed using the Hospice’s online training platform. Support will be provided on how to use the training platform where requested.</p> <p>Training may not be required where evidence can be produced that accredited relevant training has been done elsewhere within a 12 month period and certification can be provided to upload against the Blue Stream profile.</p> <p>All volunteers must complete ongoing refresher training when notified to them by the online training platform or their allocated manager.</p>
<p><b>4.</b></p>	<p><b>Equality Impact Assessment (EIA)</b></p>

**Volunteer Induction Checklist**

Volunteer's Name:


 Nottinghamshire Hospice  
 adding life to days
**Welcome to Nottinghamshire Hospice**

	Date complete	Vol Initials	Comments
Welcome to Nottinghamshire Hospice:			
The mission statement, values, the history and future plans:			
Roles of volunteers within Nottinghamshire Hospice:			
Roles of staff within Nottinghamshire Hospice:			
Introduction to other volunteers:			

**Welcome to your volunteer role**

	Date complete	Vol Initials	
Introduction to the volunteer role and what you will be doing			
Talk through the volunteer role description			
Discuss what Nottinghamshire Hospice expects of you and what you should expect in return			
Discuss any concerns about the role			
Give details of training to be undertaken and the timescale for this, what commitment is involved and the reasons for this, especially the compulsory training			
Agree the support available to you, who this is from, in what form, and how often			
Discuss the boundaries of your role, including to whom you are accountable and whether you will be working alone or in a team.			
Information on volunteer meetings, communications and social events			
Discuss the purpose of the volunteer agreement			
Identify the named person for you to contact			
Provide ID badge or any required equipment or uniform			
Explain the locker, lunch & tea process (timings, cost etc)			
Set a review date to talk about how your volunteering experience is going			

**Welcome to the policies and procedures**

	Date complete	Vol Initials	Comments
Provide information on policies and procedures within Nottinghamshire Hospice and how to access them			
Promote the importance of equality, diversity and inclusion and refer to Nottinghamshire Hospice own policy			
Talk through the reward and recognition policy and the benefits to you			
Provide information on who to contact in an emergency and ensure that Nottinghamshire Hospice has obtained emergency contacts for you			
Talk through the Health and Safety Policy and Procedures			
Fire exits; location of break glass points and extinguishers; emergency evacuation procedures and weekly alarm test; fire marshals			
First Aiders and location of First Aid kits			
Accident procedures explained			
Building entry and security outlined			
Your own responsibilities for health and safety			

**Welcome to the facilities and any practicalities**

	Date complete	Vol Initials	Comments
Talk through accessibility of the facilities such as disabled toilets, kitchen, opening hours, parking, and relaxation areas			
Provide a tour of the facilities and maybe the local community if relevant			
Discuss the dress code and personal hygiene requirements			
Give helpful tips about the local community such as car parking, bus route			
Discuss how to claim expenses			
Introduction to the telephone system			
IT log on; computer username and password			
Give details of where things are kept and how to get any keys that may be required			

Volunteer signed  
Staff Signed

Dated  
Dated

Please hand all completed forms to the Volunteer Services Team