



<b>POLICY INFORMATION (Policy no VOL006)</b>	
<b>Subject</b>	<b>Support and Supervision 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 all volunteers are recognised 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 the support available to all Nottinghamshire Hospice Volunteers and to promote the best experience possible.
<b>This policy replaces</b>	Support and Supervision of Volunteers Policy VOL06 Policy (2021-24)

### **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 Volunteer Executive Assistant and Volunteer Officer	Mar 2014	Mar 2016
Policy reviewed by Volunteer Manager	Mar 2015	Mar 2017
Policy reviewed by Volunteer Development Manager	Jun 2018	Jun 2020
Policy reviewed by Volunteer Services 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	Jan 2019	Jul 2024

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<p><b>1.</b></p>	<p><b>Introduction</b></p> <p>This policy describes Nottinghamshire Hospice’s approach to the support and supervision of volunteers and applies mostly to those in care giving services.</p> <p>Nottinghamshire Hospice recognises the value volunteers bring to the work of the organisation. We need to ensure that high quality services are provided to service users and volunteers are successful in their roles. We are committed to providing all volunteers with regular support and supervision to enable them to:</p> <ul style="list-style-type: none"><li>• Develop their skills</li><li>• Learn from their experience</li><li>• Carry out their role effectively.</li></ul> <p>Volunteers can be offered both formal and informal support and supervision. This is integrated into the volunteering experience and continues throughout the period of volunteering. Providing good quality support and supervision demonstrates Nottinghamshire Hospice’s commitment to volunteers and the services they support.</p>
<p><b>2.</b></p>	<p><b>Procedure and Compliance</b></p> <p>Support and supervision may be provided in different ways depending on the needs of the organisation and the volunteer. We will consider the needs of the individual as well as the role being undertaken. Approaches may vary during the time someone volunteers with us and a combination of methods may be used.</p> <p>All volunteers are assigned an allocated manager who is responsible for providing support and guidance on a day-to-day basis. In their absence, another named member of staff should be available.</p> <p>Informal support is provided through personal contact on a day-to-day basis. This may include:</p> <ul style="list-style-type: none"><li>• Greeting and welcoming volunteers</li></ul>

- Providing regular praise and thanks
- Providing immediate feedback
- Working alongside volunteers
- Providing coaching and encouragement, especially in the early stages of a new role or when problems have been identified
- Making regular, frequent contact by phone, text or email as appropriate.

Volunteers who are involved with us on a regular basis can ask to receive scheduled support and supervision sessions held at regular intervals appropriate to their role.

Scheduled support and supervision sessions can be provided to:

- Discuss how the volunteer is performing in their role
- Recognise successes, achievements and positive progression
- Identify any development needs
- Discuss any issues or concerns
- Discuss plans or aspirations.

Notes may be recorded on supervision forms and used throughout a volunteer's experience with us. Supervision may on occasion be done verbally without additional written notes. If any concerns are raised, written notes will be required.

Volunteers undertaking short, one-off opportunities receive support and supervision during and at the end of their involvement with us.

Peer-to-peer support may be provided by a competent volunteer undertaking the same or a similar role who is available and able to support volunteers new to the organisation or to a new role.

This can be informally (e.g. one-to-one, in pairs or in small groups) or more

formally as mentors or buddies. However, where this is done, it is important to identify the support, knowledge and skills the experienced volunteer needs to carry out the support role.

Where groups of volunteers carry out a similar role or are involved in a specific activity, regular group sessions may be arranged as a useful, efficient way to provide support and supervision.

Group sessions (organised electronically or in person) are provided to:

- Discuss common issues and concerns
- Facilitated group learning and development
- Share ideas and suggestions
- Present information and updates
- Build relationships and peer support.

Support and supervision sessions are the best way to make sure volunteers give and receive feedback as they provide an opportunity for an open and honest two-way conversation. It is an opportunity to talk in a confidential setting and for the supervisor to listen to and discuss the wants, needs and concerns of the volunteer.

Feedback provided to the volunteer should be clear, honest and competence based. It should balance positive feedback and praise for achievements with any specific areas of concern or areas for development. Where there are problems with performance or behavior these should be raised and presented as a shared problem and discussed to agree ways to address any issues.

We are committed to providing positive and rewarding experiences for volunteers. However, we realise problems may occasionally occur and we are committed to making sure a transparent process is available to resolve any issue.

	<p>We aim to resolve all problems openly, fairly and quickly to:</p> <ul style="list-style-type: none"> <li>• Protect the volunteer and anyone else involved</li> <li>• Minimise any disruption to other volunteers, patients or staff</li> <li>• Demonstrate we respect our volunteers</li> <li>• Protect the reputation of the organisation.</li> </ul> <p>Details of volunteer support and supervision, including problem solving, are recorded and passed to the relevant manager.</p>
<p><b>3.</b></p>	<p><b>Equality Impact Assessment (EIA)</b></p> <p>An EIA has been completed.</p>