



POLICY INFORMATION (Policy no VOL001)	
Subject	Volunteer Policy <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
Applicable to	All volunteers of Nottinghamshire Hospice
Target Audience	All volunteers of Nottinghamshire Hospice
Date issued	July 2024
Next review date	July 2027
Lead responsible for Policy	Director of People Services
Policy reviewed by	Chief Executive Officer / Director of People Services
Notified to (when)	Senior Leadership Team (July 2024)
Authorised by (when)	Senior Leadership Team (July 2024)
CQC Standard if applicable	
Links to other Hospice Policies	Equality and Diversity Policy HR0021 Health and Safety Policy FR002 Right to Search Policy HR0017 Managing Concerns and Performance of Volunteers Policy VOL03 Volunteer Grievance VOL004 Freedom to Speak Up Policy OP017 Smoking Policy HR011 Gifts and Gratuities Policy and Procedure FR002 Witnessing Wills and Legal Documents Policy HR036 Confidentiality Guidelines and Procedures for Volunteers VOL002
Links to external policies	
Summary	Volunteers are an integral part of Nottinghamshire Hospice, and this policy aims to cover all aspects of the volunteering role.
This policy replaces	VOL01 Volunteer 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.

VERSION CONTROL		
Status	Date	Review date
Original policy written by Volunteer Manager	Apr 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>1.</p>	<p>Introduction</p> <p>Nottinghamshire Hospice is a registered charity and regulated by the Care Quality Commission.</p> <p>It cares for people who are registered with a GP within Nottinghamshire City and County that have been diagnosed with any Life Limiting Illness</p> <p>All Nottinghamshire Hospice services are delivered and based on individual patient needs; it is a way of caring for people. We aim to add life to days for people that have been told that their illness cannot be cured. It helps people to live as actively as possible after diagnosis until the end of their lives, however long that may be. The highest value is put on dignity, choice and respect.</p> <p>Nottinghamshire Hospice offers a free service to patients and their loved ones which aims to take care of not only the physical needs of patients but also their emotional, spiritual and social needs. We offer support to families and close friends, both during the illness and in bereavement.</p> <p>Nottinghamshire Hospice works in close partnership with other Palliative care providers across the East Midlands to ensure a consistency of high quality palliative care.</p> <p><u>If you are in any doubt about the content of this policy, please speak to your allocated manager in the first instance.</u></p>
<p>2.</p>	<p>Legislative Framework</p> <p>Volunteering is any activity that involves spending time doing something to benefit someone else (individuals or groups) or the environment and is normally unpaid. Central to this definition is the fact that volunteering must be a choice freely made by each individual.</p> <p>The relationship between Nottinghamshire Hospice and its volunteers is based on the mutual desire to achieve the charity’s objectives. There is no</p>

	<p>legally binding relationship between either party or a contract of employment. As a volunteer there is no obligation upon you to undertake a volunteering role nor is the Hospice under an obligation to provide you with a volunteering role.</p>
<p>3.</p>	<p>Scope</p> <p>The scope of opportunities available at Nottinghamshire Hospice to volunteers is very broad and includes assisting patients, helping in our charity shops and completing administrative tasks, along with many other varied roles.</p>
<p>4.</p>	<p>Recruitment</p> <p>We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equality and Diversity Policy HR021. A potential Hospice volunteer will be required to complete an application form process, and help can be given with this if necessary. The applicant will be interviewed and if successful two references will be requested and processed. Retail volunteers follow a recruitment process based in the shop premises and involves the completion of the Retail Recruitment Booklet with a member of the shop staff.</p> <p>Volunteer roles based at the Hospice will be required to complete a Disclosure and Barring Service (DBS) check before commencing their role. If a check is required, this will be confirmed at the application stage.</p> <p>Volunteer roles which will require a DBS check are:</p> <ul style="list-style-type: none"> • Volunteer Counsellor • Support Service Volunteer • Wellbeing Volunteer • Volunteer Driver • Volunteer Administrator

	<ul style="list-style-type: none"> • Volunteer Gardener • Handyperson • Vehicle Checks Volunteer • Complementary Therapist Volunteer • Trustee <p>Depending on the role, the DBS may be standard or enhanced with checks on the barred list if required.</p>
<p>5.</p>	<p>Induction and Training</p> <p>Volunteer Services send a welcome induction to all volunteers and carry out a Hospice Volunteer Induction Checklist with hospice volunteers. Hospice volunteers also receive a role specific induction from their allocated manager. Retail volunteers complete the Retail Induction Booklet with a member of the shop staff.</p> <p>All Hospice volunteers are required to complete mandatory online training based on the requirements of their volunteer role. This must be completed before the volunteer can begin in their role. The majority of mandatory training is to be completed by 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 to the Hospice’s online training platform.</p> <p>In Retail, the volunteer training is delivered over a number of sessions both practically and via videos with the aid of the Retail Induction Booklet.</p> <p>There will be a trial period to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made at the end of the trial period by the volunteer’s allocated manager.</p>

<p>6.</p>	<p>Health and Safety</p> <p>Nottinghamshire Hospice has a Health and Safety Policy FR002. Volunteers have a duty to act according to Nottinghamshire Hospice Policies – this includes reporting any accidents, incidents and near misses to their allocated manager or an alternative paid employee immediately.</p>
<p>7.</p>	<p>Volunteer Policies</p> <p>All policies that are applicable to volunteers can be found on the Hospice website www.nottshospice.org / About Us / Governance / Volunteer Policies. Volunteers will be notified of any changes to volunteer policies and it is the responsibility of a volunteer to read and understand all policies. If in doubt, the volunteer should talk to their allocated manager in the first instance to seek clarity and understanding. Some Hospice policies apply specifically to volunteers, while others apply to both staff and volunteers.</p>
<p>8.</p>	<p>Appearance and Dress code</p> <p>Volunteers are expected to dress in a manner consistent with the nature of the role performed. The attire must be appropriate, clean, tidy and respectful. Personal hygiene must be of a high standard. Please see the Appearance and Dress Code Policy (HR013) for further information.</p>
<p>9.</p>	<p>Change of Details</p> <p>If a volunteer has a change in circumstance or needs to change their details it is the responsibility of the volunteer to keep the Volunteer Services Team or their allocated manager up to date with these changes.</p>
<p>10.</p>	<p>Right of Search Policy</p> <p>To safeguard volunteers and staff and to ensure there is no abuse with regard to the removal of company property, Nottinghamshire Hospice reserves the right to search any person or the contents of bags, parcels or vehicles. All searches will be conducted in the presence of a third person and individuals will have the right to ask that another independent witness is present if so required. Please</p>

	see the Right to Search Policy (HR0017) for further information.
11.	<p>Unacceptable Conduct or Performance</p> <p>The bullying, discrimination, harassment or victimisation of any person involved with Nottinghamshire Hospice including patients (and their family or carer), customers, staff, volunteers or visitors is unacceptable behavior. Any bullying, discrimination, harassment or victimisation that is reported will be dealt with in accordance with the Managing Concerns and Performance of Volunteers Policy (VOL03). The outcome may include the decision to end your volunteering agreement with Nottinghamshire Hospice.</p> <p>Any concerns regarding your performance in your volunteering role will be dealt with in accordance with the Managing Concerns and Performance of Volunteers Policy (VOL03). In cases of minor performance issues, this may include further training, extra support and supervision or a change of volunteering role or location. If performance concerns are more serious, the outcome may include the decision to end your volunteering agreement with Nottinghamshire Hospice.</p>
12.	<p>Volunteer Concerns</p> <p>If you have any concerns during your volunteering, including concerns relating to other volunteers or staff, these should be discussed with your allocated manager. Most concerns can be resolved quickly and informally with your allocated manager. Please see Managing a Volunteer Grievance Policy (VOL04) for more information.</p>
13.	<p>Freedom To Speak Up</p> <p>If you have any concerns about practices you see during your volunteering which you think are inappropriate, you can raise these with your allocated manager or a Freedom to Speak up Guardian. Please see the Freedom to Speak Up Policy (OP017) for further information.</p>
14.	<p>Support and Wellbeing</p> <p>We are committed to ensuring all our volunteers have a safe and positive</p>

	<p>experience volunteering with us. We do a Wellbeing Assessment to ensure we can adequately support each volunteer in their volunteering role making reasonable adjustments wherever possible.</p>
15.	<p>Insurance</p> <p>Nottinghamshire Hospice has a valid insurance policy (Public Liability and Employers Liability) which provides cover for volunteers; this is available to read upon request.</p>
16.	<p>Respect for Patients, Families, Carers, Shop Customers and Colleagues</p> <p>Nottinghamshire Hospice strongly upholds that all volunteers respect patients, customers, staff and other volunteers. It is imperative that volunteers respect individual differences even when they do not share the same viewpoint or understanding. Please refer to the Hospice’s Equality and Diversity Policy (HR021) for further information.</p>
17.	<p>Socialising</p> <p>It is never acceptable to be socialising with patients outside of volunteering time or having sexual relations with a patient. If you feel there is a need to see a patient outside of volunteering hours, you will first need to discuss this with the Director of Care. Nottinghamshire Hospice also advocates against socialising or having sexual relations with staff or volunteers. This is to ensure that socialising with volunteers or staff does not blur the private and professional roles. Socialising can make maintaining confidentiality difficult. Other workers / volunteers may be resentful or suspect favouritism.</p>
18.	<p>Personal Information / Confidentiality</p> <p>At Nottinghamshire Hospice we ask that no volunteer discloses personal information about other staff, volunteers, or patients and to be very careful about the information you disclose about yourself. For example, don’t give out addresses, phone numbers, health information, social details etc. Please see the Confidentiality Guidelines and Procedures for Volunteers Policy (VOL02) for further information.</p>

	<p>Exception: it may be appropriate to disclose any personal details to your allocated manager if there is a safeguarding concern.</p>
19.	<p>Mobile Phone Usage</p> <p>At Nottinghamshire Hospice we ask volunteers to refrain from using their mobile phone on either the shop floor or within the Hospice. If you need an exception to this policy, speak to your allocated line manager.</p>
20.	<p>Smoking policy</p> <p>Nottinghamshire Hospice operates a strict no-smoking policy including e-cigarettes/vapes. Smoking of any kind is absolutely prohibited inside any of its premises or within the immediate vicinity of the Hospice site. Retail volunteers should seek advice from their allocated manager for confirmation of the location of any designated smoking area specific to each shop. Volunteers caught smoking within any Hospice premises or within the immediate vicinity of the Hospice site, will be subject to the Managing Concerns and Performance of Volunteers Policy (VOL03). Please see the Smoking Policy (HR011) for further information.</p>
21.	<p>Alcohol and Drugs</p> <p>The consumption of alcohol by volunteers is inappropriate at any time during volunteering hours, or before volunteering hours whenever volunteering performance will be adversely affected. Volunteering under the influence of alcohol or non-prescribed drugs is strictly against Nottinghamshire Hospice policy and ethos. If you are found to be volunteering under the influence of alcohol or non-prescribed drugs you will be asked to leave the premises and the Managing Concerns and Performance of Volunteers Policy (VOL03) will be used.</p> <p>Nottinghamshire Hospice also advises against volunteering in certain roles whilst using strong prescribed drugs as these can be dangerous and impair judgement. If in doubt, discuss the matter with your allocated manager.</p>

<p>22.</p>	<p>Participating in Illegal Behaviour</p> <p>Nottinghamshire Hospice Volunteers are not to condone or participate in behaviour which is either illegal, unwise from a safety point of view, or which is discriminating or oppressive to others.</p> <p>All volunteers should behave as responsible adults, and could be held accountable for any resulting actions e.g. accidents, harassment, arrests etc.</p>
<p>23.</p>	<p>Gifts and Gratuities</p> <p>Nottinghamshire Hospice volunteers must consider their position carefully before accepting gifts or offers of hospitality during their volunteering role at Nottinghamshire Hospice. You must avoid situations where the acceptance of gifts or hospitality might be perceived as an impression of favouritism. Receiving gifts from patients may raise the patient’s expectations of the level of support you can provide and it may blur professional boundaries.</p> <p>During Volunteers’ Week, the Hospice may give a small gift such as a pin badge or bookmark to show appreciation.</p> <p>Refer to the Gifts and Gratuities Policy and Procedure (FR002) before accepting or giving gifts and gratuities.</p>
<p>24.</p>	<p>Lending/Borrowing</p> <p>Nottinghamshire Hospice volunteers are not to lend to or borrow from patients, staff or other volunteers, especially money.</p>
<p>25.</p>	<p>Buying/Selling</p> <p>Nottinghamshire Hospice volunteers are not to buy anything from and /or sell anything to patients.</p>
<p>26.</p>	<p>Witnessing Wills and Legal Documents Policy</p> <p>Volunteers must not witness wills or legal documents as part of their volunteering role within Nottinghamshire Hospice. Further information can be found in the Witnessing Wills and Legal Documents Policy (HR0036)</p>

27.	Statement of Agreement Volunteers will not have a contract with Nottinghamshire Hospice nor will they be considered an employee.
28.	Equality Impact Assessment (EIA) An EIA has been completed.