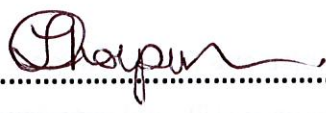


HM0003 Volunteers' Policy

<p>Approved by: Chair of Information Governance, Policies and People Committee on behalf of Board of Trustees</p> <p>Originator: Jo Wright, Volunteers' Manager</p> <p>Date of approval: 5th March 2024</p>	<p>Signature:</p> 
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Recruitment

Primrose Hospice and Family Support Centre welcomes and respects the breadth of experience, skills, dedication, and goodwill that volunteers bring. Application forms need to be completed to ensure that applicants are suitable for the roles in question. Each volunteer will be issued with a Volunteer Induction Booklet and be guided through the volunteer roles. (See HR0008 Volunteer Recruitment Policy & Procedure)

Age

In most cases you will need to be over 16 years of age to volunteer independently and all volunteers under 18 years of age will be asked for parental consent. Younger people from the age of 14 may get involved in some aspects of volunteering with us if they are accompanied by a responsible adult or if we have signed parental consent. Primrose Hospice and Family Support Centre have a child protection policy and ensure that all children and young people involved with us are supervised and supported at all times.

Getting Started

Welcome to the team! We want to make sure you have everything you need to get started so we will provide you with an induction booklet and access to useful materials and information. Your staff contact will be the Manager of the area you are volunteering in or the Volunteers' Manager.

HM0003 Volunteer's Policy			
No: Ref: HM0003	Page 1 of 4	Revision No.:	0
		Date of approval:	03/24
		Revision due by:	03/27

Responsibilities and Expectations

We want you to enjoy volunteering with us and we take our responsibilities towards you very seriously. As a Primrose Hospice and Family Support Centre volunteer, you will be a representative of the Charity and, as such, we ask that you act appropriately.

Primrose Hospice and Family Support Centre responsibilities:

- To match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations.
- To offer appropriate training and support for your role.
- To celebrate success and recognise loyalty and dedication.
- To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication.
- To provide information about the Charity's work, policies, and procedures.
- To reimburse agreed out of pocket expenses.
- To make necessary arrangements to ensure your health, safety, and welfare as a volunteer.
- To encourage a positive and friendly atmosphere.
- To provide access to trained members of staff, to support, guide and advise you.

Our expectations of you as a volunteer:

- To understand and promote our values of Care, Compassion and Community.
- To aim for high standards of efficiency, reliability, and quality in your volunteering.
- To work in partnership with other volunteers, staff, and the general public.
- To support, respect and adhere to our organisational policies, guidelines, and management decisions - including all aspects of equal opportunities, health and safety, data protection and use of our logo.
- To always consider and protect Primrose Hospice and Family Support Centre's good reputation in your actions and conduct.
- To act responsibly and within the law.
- To let your staff contact know first if you have any problems so that we can find a solution together.
- To let your staff contact know if there are changes in your personal circumstances that may affect your volunteering.
- To have the best possible experience by getting involved and enjoying your volunteering.

HM0003 Volunteer's Policy			
No: Ref: HM0003	Page 2 of 4	Revision No.:	0
		Date of approval:	03/24
		Revision due by:	03/27

Health and Safety

We are committed to ensuring your wellbeing and safety whilst you are volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe working environment.

All volunteers for Primrose Hospice and Family Support Centre must:

- Take reasonable care for the health and safety of yourself and other persons who may be affected by your actions or omissions.
- Co-operate with staff by assisting them to fulfil their statutory duties.
- Follow our health and safety policy and measures put in place by Primrose Hospice and Family Support Centre.
- Report accidents/incidents or dangerous circumstances to the Line Manager overseeing the area in which you are volunteering, whether or not any person has been injured.
- Be aware of actions to take when an emergency situation arises and who, from Primrose Hospice and Family Support Centre to contact for support.

Media Relations

Each volunteer will be introduced to the Social Media Policy (HM0007) for volunteers of the organisation. No comments or stories should be given directly to the media unless your volunteer role specifically includes talking to the press or other local media.

Data Protection and Confidentiality

We take great care to protect your information as part of our data protection responsibilities.

As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

Equal Opportunities and Diversity

You will be volunteering in an organisation that is committed to equal opportunities, values, diversity, and equality.

This commitment is reflected throughout the charity's policies and practices.

HM0003 Volunteer's Policy			
No: Ref: HM0003	Page 3 of 4	Revision No.:	0
		Date of approval:	03/24
		Revision due by:	03/27

Expenses

Volunteers may request reimbursement of reasonable out of-pocket expenses, such as travel costs. Expenses must be authorised by your staff contact in advance and receipts or tickets will be required.

Insurance

Primrose Hospice and Family Support Centre has appropriate types of insurance in place to cover its volunteers. These include employers' liability insurance and public liability insurance in the event of a volunteer being harmed due to the negligence of the charity, or a third party being injured as a result of the actions of a volunteer whilst performing Primrose Hospice and Family Support Centre's duties. However, our insurance does not cover your personal belongings.

Using Your Own Vehicle

Primrose Hospice and Family Support Centre does not provide motor insurance for you as a volunteer. Driving in connection with charitable volunteering is normally classified by insurers as "social, domestic and pleasure" which is part of your standard cover.

If you are a Volunteer Driver transporting patients and clients to the Hospice, you will need to advise your insurers that you are doing this as a volunteer, and they will add this to your policy. We recommend that you check with your insurer but there should not be any additional cost.

If we have agreed to reimburse your expenses for travelling in your own vehicle, we use the government standard mileage rate, which includes an allowance for insurance as well as fuel, maintenance, tax, etc. This will be discussed with you before you start volunteering.

Policy Area

Hospice Management

Review

Every three years or updated in line with any changes to legislation.

Training Requirements

Volunteers will be made aware of the policy at Induction. Managers who have responsibility for volunteers in their department will receive training from the Volunteers' Manager.

HM0003 Volunteer's Policy			
No: Ref: HM0003		Revision No.:	0
		Date of approval:	03/24
		Revision due by:	03/27