



# Recruitment and Management of Volunteers Policy

This procedural document supersedes: CORP/RISK 21 v.1 – Recruitment and Management of Volunteers Policy



## Did you print this document yourself?

The Trust discourages the retention of hard copies of policies and can only guarantee that the policy on the Trust website is the most up-to-date version. **If, for exceptional reasons, you need to print a policy off, it is only valid for 24 hours.**

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Author/reviewer: (this version)	Liam Wilson – Head of Patient Safety & Experience
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Target audience:	Volunteers, Key Contact Supervisors, Voluntary Services Team

## Amendment Form

Please record brief details of the changes made alongside the next version number. If the procedural document has been reviewed **without change**, this information will still need to be recorded although the version number will remain the same.

Version	Date Issued	Brief Summary of Changes	Author
2	3 December 2019	Review and minor updates.	Liam Wilson
1	4 October 2017	This is a new procedural document, please read in full.	Rick Dickinson

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## 1 INTRODUCTION

### 1.1 Introduction and background to the policy

Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust attracts a high number of people who would like to be a Trust volunteer, giving their time, with some volunteers having done so for over 20 years. At the time of writing this policy, the Trust has over 200 volunteers.

This policy will provide a framework for the use of volunteers within the Trust and covers the placement of volunteers arranged by the Trust itself or through a voluntary organisation such as the Royal Voluntary Services.

Volunteers play an important role within the Trust. Their contributions enable the Trust to enrich and improve the experience for patients, their relatives, carers and visitors to the Trust.

The Trust operates to the highest standards of dignity and respect. In relation to volunteers, this means that we recognise and value the skills that all our volunteers have to offer and we provide a supportive and caring environment. Induction, training and supervision will be included as part of a volunteer's placement.

Whilst recognising that volunteers are not employees of the Trust, it is important to note that this is a two-way relationship. Whilst being supported, valued and trained by the Trust, volunteers are expected to demonstrate their commitment to the organisation, comply with its professional approach and reflect its corporate objectives and values. As a responsible NHS Foundation Trust, we must be mindful of the Savile Report and its 14 recommendations, which are designed to provide a safe system for our patients and staff.

Volunteers fill a range of valuable roles that provide services that are not offered by paid staff. These include mealtime support volunteers, patient feedback volunteers, escort volunteers, library volunteers and ward volunteers.

All voluntary agencies who work within the Trust, and all wards and departments that manage volunteers must comply with the processes and standards in this policy. The Trust's Voluntary Services Team, who will undertake recruitment for volunteers who are not part of a voluntary agency, must be satisfied that this is the case and must hold details of all volunteers working at the Trust on its database.

## 2 PURPOSE OF THE VOLUNTEERS POLICY

### 2.1 The purpose of this document is to:

- Set out a policy to ensure fairness and consistency in how the Trust recruits, supports and manages volunteers.
- Give volunteers clarity about their roles and purposes.

- Help staff to know and understand the status and roles of volunteers and to prevent volunteers being used to substitute for the work of paid staff.
- Ensure the safety of the patients, the public and staff that volunteers come into contact with, as well as the safety of volunteers themselves.
- Demonstrate that the Trust is committed to the charter for strengthened relations between paid staff and volunteers (*Trades Union Congress, 2009*). The chartered principles are:
  - *All volunteering is undertaken by choice, and all individuals should have the right to volunteer, or indeed not to volunteer;*
  - *While volunteers should not normally receive or expect financial rewards for their activities, they should receive reasonable out of pocket expenses;*
  - *The involvement of volunteers should complement and supplement the work of paid staff, and should not be used to displace paid staff or undercut their pay and conditions of service;*
  - *The added value of volunteers should be highlighted as part of commissioning or grant making process but their involvement should not be used to reduce contract costs;*
  - *Effective structures should be put in place to support and develop volunteers and the activities they undertake, and these should be fully considered and costed when services are planned and developed;*
  - *Volunteers and paid staff should be provided with opportunities to contribute to the development of volunteering policies and procedures;*
  - *Volunteers, like paid staff, should be able to carry out their duties in safe, secure and healthy environments that are free from harassment, intimidation, bullying, violence and discrimination;*
  - *All paid workers and volunteers should have access to appropriate training and development;*
  - *There should be recognised machinery for the resolution of any problems between organisations and volunteers or between paid staff and volunteers;*
  - *In the interests of harmonious relations between volunteers and paid staff, volunteers should not be used to undertake the work of paid staff during industrial disputes.*

### 3 RECRUITMENT AND SELECTION

The Trust promotes the principle that everyone matters, and volunteers should be in a culture where they are valued for their skills and talents. Volunteers are recruited from a diverse range of social and cultural backgrounds and age groups (minimum age of 17). Our aim is that the diversity of volunteers will reflect the population of Doncaster and Bassetlaw. We will not discriminate on grounds of age, race, gender, sexual orientation, physical disability, mental health status or religious belief.

The Trust Voluntary Services Team must be satisfied that the potential volunteer has the personal qualities of:

- Responsibility.
- Integrity.
- Reliability.
- Relevant skills for activities required.

In order to ensure a diverse mix of volunteers and provide the most effective volunteering service, the Trust will, at times, recruit from specific communities and groups.

For the purposes of the recruitment of volunteers to the Trust, every volunteer must comply with the required checks in accordance with the NHS Employment Check Standards applicable to the volunteer roles. Full reference to the requirements of these checks and acceptable documentation can be found in the Trust's Recruitment and Selection Policy (CORP/EMP 36) and the NHS Employers website.

All volunteers working at the Trust will be subject to a Disclosure & Barring Service (DBS) check. An employer may request a criminal records check, processed through the (DBS) as part of its recruitment process.

We also expect that all partner voluntary organisations follow the same principles. We have confirmed that these principles are followed by the hospital radio and Royal Volunteers Service.

For certain roles the check will also include information held on the DBS children and adults' barred lists, together with any information held locally by police forces that is reasonably considered to be relevant to the applied for post.

These checks are to assist employers in making safer recruitment and licensing decisions. However a check is just one part of robust recruitment practice. When a check has been processed by the DBS and completed, the applicant will receive a DBS certificate (DBS check). Volunteers must have received a DBS check before they begin their placement. All volunteers must sign the volunteer agreement and update the Trust of any change of circumstance.

Generally, our volunteers will require an enhanced level DBS check. Further details can be found in the volunteer handbook which is given to all volunteers upon starting in at the Trust (see appendix 2).

## 4 DUTIES AND RESPONSIBILITIES

### 4.1 Voluntary Services Coordinator

The Voluntary Services Coordinator is the main contact and coordinator for volunteers and coordination of their recruitment; Trust Induction; training and line manager duties in respect of the body of volunteers working in various roles within the Trust. The Voluntary Services Coordinator will:

- Ensure that recruitment processes, interviews, identity and DBS checks are completed in line with the Recruitment and Selection Process.
- Issue the Volunteer handbook covering the duration of the placement. This will describe responsibilities of the Trust to the volunteer and those of the volunteer to the Trust.
- Issue and obtain a signed copy of the Volunteer Agreement from each volunteer joining the Trust and the existing volunteers if there is a change to the existing agreement document content.

- Maintenance of the Trust Volunteer Database, to include the recording of all recruitment checks, Trust induction and the Trust Statutory and Essential to Role Training.
- Facilitation of access to training in line with the Trust training needs analysis.
- Organise the annual volunteer thank you events (usually held at Christmas time).
- Disseminate Trust information relevant to volunteers.
- Coordinate and check the completion of travel claims made by volunteers, prior to authorisation.
- Monitor the refreshment voucher provision across the Trust, liaising with the Head of Catering when necessary.

## **4.2 Key Contact**

The Key Contact is the person who has day to day responsibility for the department where the volunteer is based. In their duties they will:

- Provide local induction for the volunteer to be orientated to the environment they are placed.
- Ensure that the volunteer is appropriately supervised, directly or indirectly, as required.
- Be the point of contact for communicating their availability and agreeing attendance times.
- Ensure appropriate authorisation of refreshment vouchers.

## **4.3 Volunteer**

The volunteer duties are to:

- Abide by Trust policies.
- Provide support in their placement area, where they will be supervised directly or indirectly.
- Be aware of the supportive nature of volunteering, whilst not taking direct care responsibility.
- Report any occasion where there is expectation to undertake the duties of an employed member of staff, to their supervising Key Contact, or to the Voluntary Services Coordinator.
- Complete travel claims forms for reimbursement of travel costs, in line with the Trust Standard Financial Instructions.
- Attend all training required in line with the Statutory and Essential Training (SET) training needs analysis.

## 5 REQUIREMENTS AND PROCEDURES DURING THE VOLUNTEER'S PLACEMENT

### 5.1 Management of volunteers

The day to day management of individual volunteers will be the responsibility of the Key Contact named in the role description.

The Voluntary Services Team will have overall management responsibility in terms of Trust corporate induction, on-going training, paying expenses, storing personal information, and managing concerns, complaints and conduct issues.

All volunteers will be provided with a Trust Identity Badge on a red volunteer lanyard. It is the responsibility of the volunteer to ensure this badge is returned to the Trust Voluntary Services Team on discontinuation of their voluntary duties. There may be a charge if the badge is not returned.

#### 5.1.1 All volunteers will have a personal file which will hold:

- The volunteer's completed application form.
- Reference number for the volunteer's DBS clearance.
- In instances where a DBS check has been carried out, and reveals an unspent conviction and the applicant is subsequently still recruited, a copy of the clearance will be held on file for six months, in accordance with the DBS Code of Practice.
- Occupational Health clearance form/letter.
- References in line with the recruitment policy.
- A signed volunteer agreement.
- Details of next of kin or person to be contacted in event of an emergency.
- Evidence of any training provided by the Trust during the volunteer's placement.
- Any correspondence received relating to the volunteer.

It will be the responsibility of the Voluntary Services Team to hold volunteer personal files, unless specific agencies or department agree to hold these for their own volunteers. All personal files must be kept securely in a locked cabinet. The Volunteer database will be maintained with all recruitment and training records, available for audit and monitoring purposes.

#### 5.1.2 Volunteer Agreement Form

The Volunteer Agreement Form is designed to illustrate explicit requirements and broad principles in respect of behaviour and compliance to the Trust's policies, including confidentiality, statutory and essential to role training and expectations to promote and report concerns, including any safeguarding adults or children issues. This can be found in appendix 1.



## 5.2 Uniform policy and dress code

The Trust believes the way employees (including volunteers) dress and their appearance is of significant importance in presenting a corporate and professional image to all users of its services, whether patients, visitors or staff.

All volunteers must comply with the general principles of the Trust's Dress Code and Uniform Policy (COPR/EMP 20).

- Present a smart and professional image that increases patient and public confidence.
- Support infection prevention and control.
- Protect the health and safety of volunteers, patients, visitors and staff.

Volunteers are not provided with a uniform. Volunteers are identified by a red lanyard which has the word "volunteer" embroidered/ printed in white upon it, and some long-standing volunteers also wear burgundy jackets, which have been worn as a uniform historically. The lanyard and identification card are the official identification for the role.

## 5.3 Safeguarding

All staff and volunteers working within the trust have a duty to be aware of their own and the organisation's roles and responsibilities for safeguarding and protecting children, young people, and adults at risk. Volunteers must be competent to recognise abuse, respond appropriately and contribute to the processes for safeguarding, accessing training and supervision or advice as appropriate to the role they undertake.

Volunteers should undertake trust safeguarding training as set out in the Statutory and Essential Training Needs Analysis. This will enable basic knowledge of the signs of abuse of both adults and children and knowledge of what to do, should they have a concern.

Volunteers should adhere to the Trust's Safeguarding Policies and Procedures in line with Local Safeguarding Adults and Children Boards at Doncaster and Bassetlaw Teaching Hospitals according to their placement areas. Where safeguarding issues are identified relating to adults, all staff and volunteers should follow the Nottinghamshire or Doncaster Safeguarding Adult procedures in line with the Trust's Safeguarding Adults Policy (PAT/PS 8). Where the safeguarding concerns relate to a child or children, all staff and volunteers should follow the Doncaster or Nottinghamshire Safeguarding Children Board Procedures in line with the Trust's Safeguarding Children Policy (PAT/PS 10). However, the volunteer should discuss all safeguarding concerns immediately with ward or department managers and /or the Volunteer Coordinator in order to progress the concerns when safe to do so.

Should safeguarding concerns arise as complaints regarding the behaviours of volunteers, the usual safeguarding procedures apply. Should staff observe such behaviours, immediate action must be taken to ensure that patients are protected. Additionally, in such cases staff should ensure their individual managers are made aware of the concerns and the issue should be reported to the safeguarding team.

The Safeguarding team within the Trust offer support and advice and can be contacted on ext. 642437.

## 5.4 Communication

Volunteers play a pivotal role within DBTH as part of the patient experience. Contact is made regularly with the volunteers by the following:

- Face-to-face
- Annual Volunteers Brunch (usually Christmas time)
- Twice yearly newsletters (sent direct to all volunteers)
- Annual volunteers' survey (sent direct to all volunteers)

At each of these options the volunteers have an opportunity to contribute to improving the service they assist in providing.

## 6 TRAINING/ SUPPORT

The Statutory and Essential Training Needs Analysis and policy Statutory and Essential Training (SET) Policy (CORP/EMP 29) sets out the duties of all staff and volunteers are also expected to comply with these principles. This includes induction, and ongoing training needs. Training will be recorded through the Trust central system, OLM.

All volunteers must attend a Trust Induction Day and a local induction in the area in which they will be volunteering. By completing the Corporate Trust induction, this covers mandated IG training within the Statutory & Essential Training (SET) which is based entirely on the Data Security & Protection (DSP) Toolkit Training Materials, and successful completion of the training will be recorded.

Subsequent statutory and essential to role training will be accessed and reviewed on an annual basis, monitored by the Voluntary Services Coordinator. The training must be recorded and a copy of the documentation sent to the Trust Voluntary Services Coordinator for storage with the volunteer's personal paperwork.

Training completion is a mandatory condition of maintaining the volunteering arrangement with the Trust.

## 7 MONITORING COMPLIANCE WITH THE PROCEDURAL DOCUMENT

What is being Monitored	Who will carry out the Monitoring	How often	How Reviewed/ Where Reported to
Recruitment and turnover of volunteers joining and leaving the Trust.	Voluntary Services Team	Quarterly	Patient Experience and Engagement Committee

Annual Volunteer survey results	Voluntary Services Team	Annually (Survey in January)	Patient Experience and Engagement Committee
Volunteers training compliance against Statutory and Essential to Role training needs analysis.	Voluntary Services Team / Education	Annually	Patient Experience and Engagement Committee

## 8 DEFINITIONS

### Volunteer

At Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust, a volunteer is defined as somebody who commits time for the benefit of others freely, through personal choice and without expectation of financial reward. Volunteers support the work of staff to enhance services and the environment for patients, the public, visitors and everybody who uses the Trust's services and facilities. They do not substitute for the work of paid staff.

### Direct supervision

Direct supervision is supervision which is constant by a member of staff supervising the volunteer.

### Indirect supervision

Supervision which is intermittent, appropriate for public places and not one to one contact in a room alone with a patient.

## 9 EQUALITY IMPACT ASSESSMENT

An Equality Impact Assessment (EIA) has been conducted on this procedural document in line with the principles of the Equality Analysis Policy (CORP/EMP 27) and the Fair Treatment for All Policy (CORP/EMP 4).

The purpose of the EIA is to minimise and if possible remove any disproportionate impact on employees on the grounds of race, sex, disability, age, sexual orientation or religious belief. No detriment was identified (see Appendix 3).

## 10 ASSOCIATED TRUST PROCEDURAL DOCUMENTS

CORP/EMP 36 - Recruitment and Selection Policy

CORP/EMP 29 - Statutory and Essential Training (SET) Policy

PAT/PS 10 - Safeguarding Children Policy

CORP/ICT 9 - Information Governance Policy

PAT/PS 8 - Safeguarding Adults Policy

CORP/EMP 17 - Working with Vulnerable Adults and Children – Disclosure and Barring Service (DBS)

CORP/EMP 27 - Equality Analysis Policy

CORP/EMP 4 - Fair Treatment for All Policy

CORP/EMP 20 - Dress Code and Uniform Policy

CORP/HSFS 1 - Health and Safety Policy  
CORP/EMP 3 – Grievance and Dispute Procedure  
PAT/IC 5 – Hand Hygiene  
PAT/IC 33 – Animals on Trust Premises (Including Pets As Therapy)

## 11 DATA PROTECTION

Any personal data processing associated with this policy will be carried out under 'Current data protection legislation' as in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2016.

For further information on data processing carried out by the trust, please refer to our Privacy Notices and other information which you can find on the trust website:

<https://www.dbth.nhs.uk/about-us/our-publications/uk-data-protection-legislation-eu-general-data-protection-regulation-gdpr/>

## 12 REFERENCES

- A Charter for Strengthening Relations Between Paid Staff and Volunteers (2009)  
<https://www.tuc.org.uk/research-analysis/reports/charter-strengthening-relations-between-paid-staff-and-volunteers>
- Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile. *Department of Health* (2015) <https://www.gov.uk/government/publications/jimmy-savile-nhs-investigations-lessons-learned>
- DBS Checks: guidance for employers. Home Office (February 2016)  
<https://www.gov.uk/guidance/dbs-check-requests-guidance-for-employers>

## APPENDIX 1 – VOLUNTEER AGREEMENT



### Volunteer Agreement

Volunteers are an important and valued part of Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust. We hope that you enjoy volunteering with us and feel a full part of our team. This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them.

We, Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust will do our best:

- To introduce you to how the organisation works and your role in it and to provide any training you need.
- To provide you with support and flexibility. You will have a main point of contact that will be available to discuss any queries and resolve any problems which may occur. Your Volunteer Coordinator's name is: Nicola Ramshaw, 01302 644403.
- To respect your skills, dignity and individual wishes and to do our best to meet them.
- To reimburse your travel expenses and provide you with a meal allowance\*
- To consult with you and keep you informed of possible changes.
- To insure you against injury you suffer or cause due to negligence\*.
- To provide a safe workplace\*.
- To apply our equal opportunities policy.
- To apply our complaints procedure if there is any problem.

I agree to do my best and:

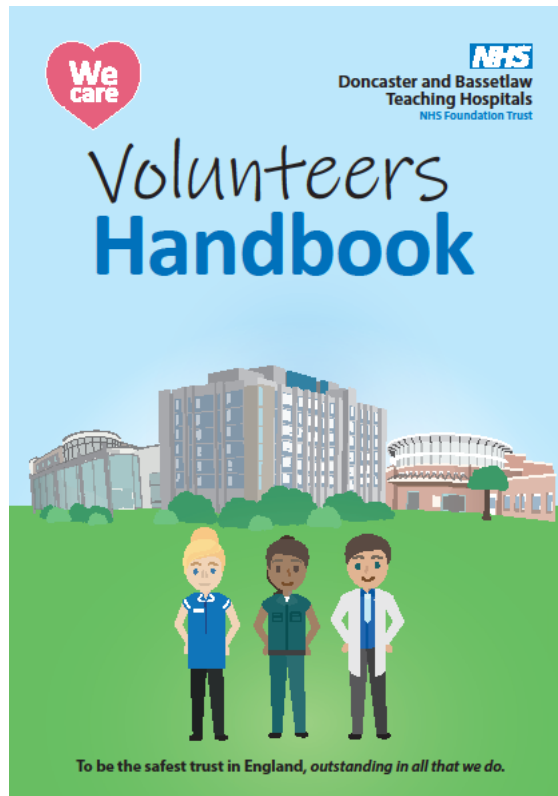
- To work reliably to the best of my ability, and to give as much warning as possible whenever I cannot work when expected
- To tell us if you are ever charged with a criminal offence, under consideration for being charged or are cautioned by the police while you are part of Team DBTH. You must tell us so we can decide whether it might have an impact on your volunteering here. If you don't tell us about a criminal charge or conviction during your volunteering here, then it may have an impact on your volunteering placement.
- To follow Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust's rules and procedures, including health and safety, equal opportunities and confidentiality.

Sign ..... Date .....

Print Name:.....

\*More details on these issues are provided in the volunteer handbook.  
Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.

APPENDIX 2 – VOLUNTEERS HANDBOOK



**Double click the above image to open.**

### APPENDIX 3 - EQUALITY IMPACT ASSESSMENT PART 1 INITIAL SCREENING

Service/Function/Policy/Project/ Strategy	Division/Executive Directorate and Department	Assessor (s)	New or Existing Service or Policy?	Date of Assessment
Volunteers Policy – CORP/RISK 21 v.2	Directorate of Nursing, Midwifery & Allied Health Professionals	Liam Wilson	Existing	1 September 2019
<b>1) Who is responsible for this policy?</b> Directorate of Nursing – Patient Experience				
<b>2) Describe the purpose of the service / function / policy / project/ strategy?</b> Volunteers, Managers of departments with Volunteers and safeguarding strategy				
<b>3) Are there any associated objectives?</b> Compliance with principles of recruitment and employment, Saville Report recommendations.				
<b>4) What factors contribute or detract from achieving intended outcomes?</b> – Intentions of volunteers and management facilitation.				
<b>5) Does the policy have an impact in terms of age, race, disability, gender, gender reassignment, sexual orientation, marriage/civil partnership, maternity/pregnancy and religion/belief?</b> Details: [see Equality Impact Assessment Guidance] - None				
<ul style="list-style-type: none"> <li>• If yes, please describe current or planned activities to address the impact [e.g. Monitoring, consultation] –</li> </ul>				
<b>6) Is there any scope for new measures which would promote equality?</b> [any actions to be taken]				
<b>7) Are any of the following groups adversely affected by the policy?</b>				
<b>Protected Characteristics</b>	<b>Affected?</b>	<b>Impact</b>		
a) Age	No			
b) Disability	No			
c) Gender	No			
d) Gender Reassignment	No			
e) Marriage/Civil Partnership	No			
f) Maternity/Pregnancy	No			
g) Race	No			
h) Religion/Belief	No			
i) Sexual Orientation	No			
<b>8) Provide the Equality Rating of the service / function /policy / project / strategy – tick (✓) outcome box</b>				
<b>Outcome 1</b> ✓	<b>Outcome 2</b>	<b>Outcome 3</b>	<b>Outcome 4</b>	
<i>*If you have rated the policy as having an outcome of 2, 3 or 4, it is necessary to carry out a detailed assessment and complete a Detailed Equality Analysis form in Appendix 4</i>				
<b>Date for next review:</b>	November 2022			
<b>Checked by:</b>	Lesley Barnett Deputy Director of Quality and Governance		<b>Date: November 2019</b>	