

‘Total care when time is precious’

VOLUNTEERING POLICY

‘Volunteers define the Hospice - we would not be able to operate without them’

Introduction

The Hospice of St Francis aims to provide palliative care to all those with a terminal illness within its catchment area when they need it and wherever they are. It does this in a variety of ways - in-patient beds, day hospice service, home care nurses, outpatient service, care for patients, carers and families through supportive care, and providing excellent education to underpin the work of all staff, paid, and unpaid.

Purpose

The purpose of this Volunteering Policy is to set out the principles and practices for voluntary involvement in The Hospice of St Francis, and to provide a reference document for all those within the Hospice who work with its volunteers. The policy shows that care and thought has gone into why volunteers are involved in the Hospice, and how they will be treated. The policy seeks to ensure consistency of treatment for all volunteers across the Hospice by providing a reference point. It offers reassurance to volunteers, as they can see the purpose of their involvement clearly stated.

Volunteers

Volunteers are people who, unpaid and of their own free will, contribute their time, energy and skills to benefit others in the community. The Hospice recognises that volunteers choose to offer their time and skills to the Hospice of St Francis. It recognises the benefits that volunteering brings, both to the Hospice and to the individual. It aims to recognise the individual skills that each person brings to the Hospice, and aims to ensure that volunteers are supported and valued in their role.

Principles

The Hospice of St Francis was begun through the energy and enthusiasm of volunteers, and volunteers are part of a continuing thread of care, concern and skill which lies at the very heart of everything the Hospice does.

The Hospice of St Francis recognises that volunteers:

- Bring the local community into the Hospice, through their involvement and presence
- Bring a broad range of skills, to add to and complement the skills of paid staff
- Bring their time, to complement paid hours
- Provide the capacity to expand our services or create new services
- Through their contribution and commitment, allow the excellent care that is the hallmark of the Hospice

The Hospice of St Francis:

- is committed to equal opportunities in the recruitment of its volunteers
- will ensure that volunteers have a clearly defined place within the Hospice organisational structure
- will put in place mechanisms to allow volunteers to contribute to and comment on the development of the Hospice

- will seek to integrate volunteers into their respective teams, and ensure that they are treated as equal members of those teams
- expects that staff at all levels will work positively with volunteers and, where appropriate, will seek to involve volunteers in their work
- recognises that volunteers require satisfying work and personal development, and will seek to help volunteers meet these needs, provide training for them to do their work effectively, and involve them in the development of their role

Some specific statements:

Recruitment

Volunteers will be recruited using an equal opportunities approach. Recruitment procedures may vary for different roles; interview procedures will be made clear to potential volunteers from the outset. Any volunteer not recruited will be provided with support and guidance on other volunteering options.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. We will reimburse all reasonable volunteer travel or other expenses, provided these have been agreed in advance with the volunteer's team leader.

Induction and Training

All new volunteers will receive a full induction, and an information pack about the Hospice. Any initial specific training will also be provided.

Ongoing / further training

The Hospice of St Francis is committed to the personal development of its volunteers, and details of Hospice training programmes are available from the Education Department. Volunteers may be asked to undertake training as part of their role in order to maintain the quality of service that is expected of the Hospice. Details of the training for any role will be made clear at the start of a volunteer's time at the Hospice.

Support

All volunteers will have a named person as their main point of contact. They will be provided with appropriate support to feed back on progress, to discuss future development, and offered an opportunity to air any problems.

Insurance

All volunteers are covered by Hospice insurance while on Hospice premises or engaged in any work on the Hospice's behalf.

Health and Safety

Volunteers are covered by The Hospice of St Francis' Health and Safety Policy, and will be expected to follow any emergency procedures laid down in this. A copy of the Policy is given to every volunteer before they start their volunteering.

Problem-solving

The Hospice of St Francis aims to identify and solve problems at the earliest possible stage. There is a complaints procedure for dealing with formal complaints by and about volunteers, which is intended to ensure a transparent and fair process is followed for all volunteers.

Confidentiality

Volunteers are bound by the same requirements for confidentiality as paid staff.