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Volunteer Policy	Review Date: May-25

1.0 PURPOSE

This policy applies to all staff within Hospice at Home Carlisle and North Lakeland (Hospice at Home) who recruit and/or work with volunteers and volunteers who donate their time to contribute to the work of Hospice at Home.

Hospice at Home recognises and values the selfless contribution volunteers have in the provision and delivery of its business activity. Volunteers are an integral part of the staff workforce. Normally, no distinction is made between them and paid staff, the two being referred to collectively as staff. However, for the purposes of this document it is helpful to refer to staff and volunteers as separate entities.

This policy document provides clarity in relation to;

- Processes of volunteer recruitment, induction and work based responsibilities which impact upon the safe deployment of volunteers across the organisation
- What Hospice at Home expects from volunteers and what volunteers should expect from Hospice at Home

This will facilitate safe, consistent and effective working between staff and volunteers.

2.0 DEFINITIONS

Term	Definition
Volunteering	<i>“An activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives.”</i> Compact Code of Good Practice on Volunteering (2005)
Volunteer	<i>“A person engaged in an activity which involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something which aims to benefit some third party other than or in addition to a close relative.”</i> The Police Act (1997)

3.0 METHOD (PROCESS)

Hospice at Home is committed to being an Equal Opportunities Organisation. Interest and applications from potential volunteers from all sections of the community are, therefore, welcomed and will be processed fairly within Hospice at Home’s recruitment procedure.

Volunteers will not replace the functions of Hospice at Home’s paid staff but will complement their work. Thus, volunteers working in either clinical or non-clinical areas will contribute to improving well-being and quality of life for patients/relatives and carers, directly or indirectly.

Volunteers shall undertake a service induction and any required mandatory training prior to commencement of their duties. Further mandatory training may be required as part of a rolling

programme. This will support the integration of the volunteer into the Hospice at Home organisation and ensure they can function safely and effectively in their specific role.

Hospice at Home recognises that volunteers require satisfying work and that some volunteers may have a desire to develop further. Where appropriate development is identified through informal discussion/supervision and/or more formal channels, e.g. Volunteer Review, Hospice at Home will endeavour to support the volunteer in their desired continued development.

3.1 ROLES AND RESPONSIBILITIES

Staff responsibilities are as follows:

3.1.1 Chief Executive Officer

The Chief Executive is ultimately responsible for this policy and will delegate the day to day responsibility for its implementation to senior staff/line managers within Hospice at Home.

3.1.2 Senior Staff/Line Managers

Senior Staff/Line Managers shall be responsible for the effective implementation of this policy within their designated service area. They are further responsible for ensuring that staff and volunteers working in their service area are familiar with, and follow, the requirements of this policy.

3.1.3 All Staff

Hospice at Home staff and volunteers should be aware of this policy, follow the stipulated requirements and work in collaboration with each other.

4. RECRUITMENT

4.1 Interview

Initially, prospective volunteers will be invited to meet with a line manager from the area in which they are interested in volunteering.

The Manager will tell the prospective volunteer about:

- Hospice at Home
- The role of the volunteer
- Hospice at Home's expectations of volunteers
- The commitment needed for the role
- The type of training and support that will be offered
- The resources available to volunteers such as reimbursement of out of pocket expenses

The prospective volunteer will be provided with an opportunity to explore:

- The area in which they would like to volunteer
- Their skills, interests, experience

- Their suitability for tasks available
- How best their potential might be realised
- Specific role requirements as detailed in the job description (clinical area) or the Non Clinical Volunteer Task Outline (non-clinical area).
- What they hope to gain from volunteering

4.1.1 Volunteer Application Form

All individuals applying to volunteer in clinical areas and associated clinical team offices are required to complete a Volunteer Application Form (Appendix A) and Bereavement Questionnaire (Appendix B) as part of the recruitment process.

Individuals applying to volunteer in non-clinical areas are only required to complete a volunteer application form. However, there may be occasions when this is also deemed unnecessary e.g. when a volunteer is intending to volunteer infrequently/on an ad hoc basis e.g. to support a fund-raising event. In these circumstances, it will be the responsibility of the Head of Non Clinical services to determine the need for completion of an application form.

4.1.2 Interview

The interview and selection process will usually follow Hospice at Home's Guidance for Recruitment and Selection Document; Section 8. Interview, 8.1 Purpose of Interview, 8.2 Interview Panel, and Section 9. Informing Candidates.

Where the volunteer commitment is infrequent/on an ad hoc basis, it will be the responsibility of individual approving the volunteer working on behalf of the organisation, (Chief Executive Officer, Clinical Lead and Quality Facilitator, Head of Non Clinical services), to decide if the above process, in addition to any pre-employment screening activity is waived.

Where it has not been possible to find a suitable placement for someone offering to volunteer, the appointing officer must provide unsuccessful applicants with considerate, honest feedback and, wherever possible, signpost the individual to other organisations and realistic alternatives.

4.2 Pre-Employment Screening

Following the volunteer interview and a request from the appointing officer, Hospice at Home's Human Resources (HR) manager is responsible for initiating pre-employment screening checks.

4.2.1 References

Prospective volunteers will be required to provide details of two people whom Hospice at Home may contact for a reference. Family members are not acceptable referees. It is useful for one referee to be a previous or current employer or volunteer manager. However, for applicants who have not been in recent employment there are several individuals who could act as referees; these may include:

- Religious or cultural leader
- Teacher or tutor

- Social worker or Case Worker
- Family doctor
- Long Term Friend

The above list is not exhaustive. Where prospective volunteers are experiencing difficulty obtaining references, alternative sources may be discussed with the Appointing Officer.

4.2.2 Disclosure and Barring (DBS) Check

Not all volunteers will require a DBS check. The decision to make an application for a check will be determined following consideration of the volunteer role and responsibilities and the level of contact the volunteer will have with vulnerable groups. The final decision as to whether a DBS check will be required will be the responsibility of the Clinical Lead and Quality Facilitator (for clinical areas) or the Head of Non-Clinical Services (for non-clinical areas).

There is a charge for DBS checks for “unpaid volunteers” and Hospice at Home covers this cost, i.e. no request for payment is made from the volunteer. DBS will be sought by using the annual update registration by the volunteer. For the purpose of a DBS check, it is deemed that ‘unpaid’ means not in receipt of any payment (for example, remuneration, allowance, financial benefit, payment in kind, or other means of support) in relation to the activity. Therefore, individuals volunteering for Hospice at Home must not,

- receive payment for activities (except for travel and other approved out-of-pocket expenses);
- be on a placement/work experience;
- be on a course that requires them to do the job role; and/or
- be in a trainee position that will lead to a permanent role or the award of a qualification.

For volunteers assessed by the appropriate manager as requiring a DBS check, Hospice at Home will always request an enhanced with barred list check. This is an essential requirement as volunteers will have been deemed to be working in a capacity which is classed as being a “regulated activity” (Department of Health 2012).

4.2.3 Portability of DBS Checks

Hospice at Home, as a minimum, via UCheck, will submit repeat DBS checks on a three-yearly basis for individual volunteers which will be retained in HR personnel files.

4.2.4 Health Screening

Requests for volunteer, pre-employment health screening via Hospice at Home’s Occupational Health Provider Choose Occupational Health will be made on a Pre-Placement referral form by the appropriate Line Manager.

All individuals who will be volunteering in clinical areas and providing care and support directly to patients, relatives and carers through face to face contact, will be expected to undergo pre-employment health screening. The purpose of this screening is to ensure that the volunteer will not be put at risk by the clinical role they are about to undertake.

Individuals volunteering in clinical areas who do not have direct patient, relative or carer, (face to face contact), or individuals volunteering in non-clinical areas will not be routinely referred for pre-employment health screening. However, there may be circumstances where screening is considered to be appropriate and may be requested on an individual basis following discussion and agreement between the volunteer and appropriate Line Manager.

4.3 Induction

The Line Manager must ensure the new volunteer receives an induction which is appropriate to their level of involvement with Hospice at Home. The induction should identify any training the volunteer may require in order to function safely and effectively in their role and the Line Manager will ensure that the volunteer is supported in accessing that training. A Volunteer Induction checklist must be completed (See Appendix C, Induction Checklist) and retained in the volunteers personnel file.

4.4 Trial Period

In non-clinical areas, there will be occasions where individuals choose to volunteer on an infrequent or ad hoc basis where the irregularity of the volunteering means a trial period is not possible or appropriate. However, wherever possible, the volunteer will be able to try out their volunteer role, giving them an opportunity to decide if the tasks they are undertaking or the location they are working in suits them. This also provides Hospice at Home with an opportunity to see how the volunteer is settling in. Where appropriate, the Line Manager will agree the length of the trial period with the volunteer during induction. At the end of this period, the Line Manager will discuss with the volunteer how things have been, identifying any changes that need to be made or any additional support the volunteer may require. Should the trial period indicate that the role is not suitable for the volunteer the Line Manager will provide clear feedback and wherever possible, signpost the volunteer to other organisations or suggest realistic alternatives.

4.5 Young People

Hospice at Home is unable to accept individuals under the age of eighteen to volunteer in clinical service areas. However, it may be possible for younger individuals to volunteer in non-clinical areas.

There is an enhanced duty of care when involving younger volunteers and it is important to remember that they are potentially more vulnerable. Therefore, volunteers who are seventeen years of age or younger must have written permission from a parent or guardian to be able to volunteer for Hospice at Home.

Additionally, an individual risk assessment should be carried out to determine whether placing a young person in a voluntary role would put them or the people they will be working with at risk.

4.6 Mature People

There is no upper age limit for volunteers, the only measure of suitability being their capability to carry out duties in a safe manner and in line with Hospice at Home's policies and procedures.

4.7 Data Protection

Information will only be requested at a level which is concordant with the volunteer's involvement with Hospice at Home. Information will be held securely in line with the Data Protection Act 1998 and access strictly restricted to individuals on a "need to know" basis

4.8 Volunteer Agreement and Task Description

Clinical volunteers will be issued with a volunteer agreement document which clearly documents the expected arrangement between Hospice at Home and the individual.

Volunteers working in a non-clinical capacity will be provided with a Non Clinical Volunteer Task Outline which will specify the main elements of the role in which they are volunteering. This will be discussed and agreed with the volunteer. This document will be reviewed following the trial period and may be added to/amended at any time by the Line Manager in consultation and agreement with the volunteer.

Neither of these documents constitutes a contractual agreement.

4.9 Responsibilities

Volunteers must;

- Conduct themselves in a manner which reflects positively on Hospice at Home and the work it does.
- Always inform the person in charge of the area in which they are volunteering of their presence.
- Contact their Line Manager as soon as possible to let them know if they are unable to attend for a planned volunteering session.
- Complete any documents which Hospice at Home requires e.g. time sheets, travel forms etc.
- Direct requests for clinical care to their Line Manager so that appropriate action can be taken.
- Inform their line Manager of any concerns patients, family members/carers may have voiced to them.
- Inform their Line Manager if a relative or close friend is a service user. In this situation, it may be appropriate for the volunteer to be moved to another service area. This will be discussed and agreed with the volunteer prior to implementation.

Volunteers must not -

- Try to resolve any concerns that patients, their families or friends may have. Discuss the concerns of patients and/or their families/carers with others.
- Discuss any aspects of volunteering with members of the public which will result in a breach of confidentiality.
- Breach the standards of behaviour outlined in the Volunteer Handbook.

- Provide any care for which they have not received appropriate training and/or have been deemed as competent to provide by the appropriate Line Manager.

4.10 Expenses

Hospice at Home is committed to reimbursing volunteers for out of pocket expenses to ensure that all individuals who would like to volunteer can do so.

Volunteers are entitled to have the following expenses reimbursed:

- Travel to and from the place of volunteering which will be paid at HM Revenue and Custom's approved mileage rate. See www.hmrc.gov.uk/rates/travel.htm;
- Journeys undertaken in the course of volunteering which will be reimbursed on receipt of a valid bus or train ticket;
- Journeys undertaken by taxi will only be refundable where this is necessary to enable a disabled volunteer to participate and must be agreed in advance by the Line Manager; and
- Expense incurred as a result of providing support to a patient, relative/carer e.g. accompanying an individual for coffee during a social outing.

Expenses will usually be paid via Payroll but it is possible for smaller, one off expenses to be paid from petty cash on submission of a receipt.

Where applicable, Hospice at Home will also cover the cost of professional registration with one appropriate professional, governing body e.g. Federation of Holistic Therapists (FHT). Initial payment should be made in full by the volunteer and will be reimbursed by Hospice at Home following submission of a receipt confirming payment has been made.

4.11 Support, Supervision and Review

All volunteers will have a Line Manger Manager as their main point of contact and will be able to access informal support as required. Volunteers working in clinical areas will also be required to participate in a formal clinical supervision process as stipulated in Hospice at Home's Supervision Policy. Due to the nature and demands of their involvement in clinical work they are also expected to participate in an annual review of their role.

4.12 Insurance

Volunteers are covered under the definition of relevant persons under the Liabilities to Third Parties Scheme (LTPS) if they are working on behalf of Hospice at Home.

Volunteers who drive during the course of their duties for Hospice at Home need to inform their insurance company that they are using their car for voluntary work purposes. Volunteers will be reimbursed if any additional cost is incurred as a result of this.

Staff managing volunteers should ensure that all work undertaken by volunteers is authorised and that they have taken reasonable care to ensure the health and safety of the volunteers and the individuals they work with.

Should volunteers sustain injury, witness or be involved in any form of Incident/significant event during the course of their voluntary work they must report it immediately to their Line Manger.

Should the action(s) of a volunteer lead to injury to others or damage to property they shall be treated the same as paid employees in accordance with the Employer's Liability Policy. For volunteer clinical practitioners, line managers must ensure a copy of independent personal insurance is obtained.

4.13 Health and Safety

Volunteers are covered by Hospice at Home's Health and Safety Policy, which is available via the Hospice at Home website, in hard copy format and on the shared (S) drive.

4.14 Problem Solving

There may be occasions when a volunteer experiences a problem during their assignment.

Volunteers must, in the first instance, raise any problems or concerns relating to their volunteering work with their Line Manager (or the next level of management in the area in which they are assigned). The Line Manager (or next level of management) will seek to facilitate informal resolution wherever possible. If the issues are not successfully resolved the volunteer may raise their concerns formally using the process outlined within Hospice at Home's Grievance Policy.

The Volunteer Handbook sets out the required standards of behaviour that volunteers are expected to adhere to and actions that will be taken should they fail to meet these standards.

Where there are serious concerns about a volunteer's behaviour, capability, safety etc. or where there is an episode of misconduct, Hospice at Home reserves the right to terminate the volunteer's role with immediate effect.

4.15 Confidentiality

In the course of their work in clinical and non-clinical areas volunteers will have access to highly confidential information. Volunteers are responsible for, and expected to, maintain strict confidentiality at all times.

4.16 Gifts

Volunteers are not allowed to receive any personal reward or gain from any person, organisation or user connected with Hospice at Home. If a gift is offered the volunteer must report it to their line manager in order that any appropriate action can be taken, e.g. a conversation with the person offering the gift to thank them for their kindness and explain why the gift cannot be accepted.

4.17 Security

Volunteers must be identifiable whilst undertaking Hospice at Home duties. Identification will be issued by Hospice at Home which is appropriate to the volunteer's area of work and role and must be worn/displayed by the volunteer.

Whilst undertaking volunteer duties for Hospice at Home volunteers are encouraged to be observant and not to be afraid to enquire who individuals are and what their business is within the property. Any suspicious behaviour should be reported immediately.

Volunteers will not be provided with keys or access codes unless authorised by their Line Manager.

Volunteers who are issued with a computer username and password must adhere to Hospice at Home’s Information Governance, E mail and Information Handling Security Policies which are available in hard copy format within Hospice at Home’s offices, on Hospice at Home’s website and via the shared (S) drive.

4.18 Exit Interviews

Volunteers no longer wishing to volunteer for Hospice at Home will be offered the opportunity to give feedback regarding their volunteering experience. An exit interview is an efficient way to collect information which enables Hospice at Home to understand the reason(s) why a volunteer has decided to cease volunteering. This enables Hospice at Home to improve the way in which it works with volunteers and where appropriate, reduce volunteer turnover.

When a volunteer communicates their wish to cease volunteering the Line Manager is responsible for arranging to meet with the individual to undertake an exit interview. Wherever possible this should be done face to face. Details of the interview should be recorded and following the implementation of any required action, retained in the volunteers personnel file

If the volunteer declines to participate in an exit interview, where possible, the reasons for this should be established and recorded in their personnel file.

5. TRAINING

Mandatory training for volunteers is stipulated within the Education and Training Strategy Individual training requirements will be identified through supervision and where appropriate annual review processes.

6. MONITORING COMPLIANCE WITH THIS POLICY

The table below outlines Hospice at Home’s monitoring arrangements for this policy/document. Hospice at Home reserves the right to commission additional work or change the monitoring arrangements to meet organisational needs.

Aspect of Compliance or Effectiveness Being Monitored	Monitoring Method	Individual Responsible for Monitoring	Frequency of Monitoring Activity	Committee which will Receive Findings / Monitoring Report	Committee /individual Responsible for ensuring actions are completed
Effectiveness engaging with and working with volunteers	Report on (i) number of volunteers working within Hospice at Home (ii) range of tasks performed	Head of Fundraising	Annually	Finance	Head of Fundraising

	(iii) impact on patient experience				
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7. REFERENCES / BIBLIOGRAPHY

- Compact Code of Good Practice on Volunteering 2005
<http://www.compactvoice.org.uk/sites/default/files/volunteering.pdf>
- The Police Act 1997
<http://www.legislation.gov.uk/ukpga/1997/50/contents>
- Department of Health 2012. Regulated activity (Adults). The definition of, “regulated activity (adults) as defined by the Safeguarding Vulnerable Adults Group Act 2006 from 10th September 2012.
- Data Protection Act 1998
<http://www.legislation.gov.uk/ukpga/1998/29/contents>

8. RELATED HOSPICE AT HOME POLICY/PROCEDURES

- Confidentiality
- Health & Safety Policy
- Clinical Supervision and Peer Review Policy
- Grievance Procedure
- Information Governance Policy
- E mail Policy
- Information Security Handling Policy
- Disciplinary Procedure for Volunteers
- Education and Training Strategy
- Hand Hygiene
- Recruitment and Selection

Appendix 1 - Volunteer Application Form



Hospice at Home
Carlisle and North Lakeland

VOLUNTEER APPLICATION FORM

CONFIDENTIAL

Hospice at Home
C/O Durdar Road
Carlisle
Cumbria
CA2 4SD
Tel 01228 603208 Fax 01228 603489
Registered Charity No. Company Limited by Guarantee No. 4609579
1095708

Thank you for your interest in helping Hospice at Home Carlisle and North Lakeland. So that we can give your application the consideration it deserves, please complete this form in full and return it to the address above. Thank you.

Please print clearly.

1. PERSONAL DETAILS

Title Mr/Mrs/Miss/Ms

Name Surname

 Forenames

Home Address

Telephone No's.

Home	<input type="text"/>	Contact Name (for emergency use)	<input type="text"/>
Mobile	<input type="text"/>	Contact Telephone (including STD code)	<input type="text"/>
E-mail	<input type="text"/>	Contact Mobile	<input type="text"/>

Which areas of volunteering are you interested in?
Eg Shop, Office, Fundraising Event, Nursing, Bereavement, Complementary Therapies

Any Professional Qualifications?

Please tell us a little about your previous/current work experience

Please tell us why you are interested in working with Hospice at Home

Do you have a valid driving license for the UK? YES NO

Please specify the vehicle category for which you hold a license – eg Car

Do you have access to a vehicle which can be used to enable you to volunteer?

If you have any penalty points please state the endorsement offence codes and the date of issue:

2. REFERENCES

If you have worked in the past five years, at least one reference should be obtained from your last employer. If not, please give the names of people who know you well and can speak from personal experience. Please state in what capacity you know them.

Name	Name
Job Title	Job Title
Capacity in which known	Capacity in which known
Address	Address
Telephone No	Telephone No

3. ADDITIONAL INFORMATION

Do you consider yourself to have a disability/impairment? Yes No

If yes please specify

If yes do you have any particular needs in relation to your disability/impairment? Yes No
Please discuss these with the Manager.

All information contained in this form will be treated as strictly confidential.
In the interest of economy we do not acknowledge receipt of application forms.

I certify that the information given above is factual and correct to the best of my knowledge and belief. I understand that any offer of volunteering with Hospice at Home Carlisle and North Lakeland is subject to satisfactory references and binding in honour only.

Signed Date

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Appendix 2 – Bereavement Questionnaire

Hospice at Home Carlisle and North Lakeland

HOSPICE AT HOME
CARLISLE AND NORTH LAKELAND
STRICTLY PRIVATE AND CONFIDENTIAL

This form is to be completed with the attached application form. Please do not be put off if you have not completed a form like this before. The reason that we ask you to answer these questions is to reflect on how life experiences have affected you as an individual in relation to death, dying and bereavement.

1. What training and experience have you had working with people (other than professional) which is relevant to working with Hospice at Home?
2. Why are you interested in working with Hospice at Home?
3. How have your own experiences of loss influenced your desire to work with Hospice at Home?
4. How do you think your own experience of loss would help or hinder you in working with another person/family going through the experience of dying/or dying relative?

Working with someone at end of life can be both physically and emotionally demanding. What would be your sources of strength, comfort and revitalisation?

What things have changed/challenged you, in relation to death, especially your greatest difficulties and experiences that have helped you to come to terms with loss:

a) in infancy/childhood

b) in adolescence

c) in adult life

Appendix 3 – Induction Checklist

Hospice at Home
Carlisle and North Lakeland

**LOCAL INDUCTION CHECKLIST
(VOLUNTEER STAFF)**

Name: _____

Post Title: _____

Department: _____

Date of Appointment: _____

Name of Line Manager: _____

This checklist is designed to ensure that all aspects of your induction are covered in a timely and effective manner. As each item is discussed, and when you feel the information has been adequately covered, you will be able to tick it off as complete. If any item does not apply to your position, please mark it N/A. If you feel that any area has been missed, and you require further information, do not hesitate to bring it to the attention of the person undertaking your induction.

Once your induction is complete, you and the person undertaking your induction should sign the document. The completed document will then be filed in your personnel file which is stored in the Clinical Team Office.

The following must be completed and signed off by the volunteer and line manager (or equivalent) within the first day working within the department:

INDUCTION ITEM	COMPLETED (please tick)	COMMENT
THE DEPARTMENT		
Local induction pack received and discussed		
Explain the function and structure of Hospice at Home		
Orientation to the department and any other areas within the organisation relevant to the post		
Introduction to key individuals/ colleagues within the department		
Car parking, catering and wash room facilities		
Occupational health — medical clearance		
Dress code		
Smoking policy		
ID badge		
Availability/hours of work		
Receiving gifts		
Code of conduct, including confidentiality		
KEY POLICIES & PROCEDURES		
Fire Safety		
Moving and Handling policy		
Medicines Management policy — appropriate to your work		
Incident Reporting policy		
Infection control policy		

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APPENDIX 4 – Volunteer Agreement



Volunteer Agreement

(Version Feb 2024)

Name of Volunteer (in block letters)	
Name of Line Manager (in block letters)	
Location of Volunteering	
Date	

Introduction

This is an agreement between the volunteer named above (you) and Hospice at Home Carlisle and North Lakeland (Hospice at Home, we, us). You have offered to provide assistance to Hospice at Home in the form of voluntary, unpaid work. The purpose of this document is to describe the way in which the arrangements for, and in relation to, that assistance will be undertaken.

Status of the agreement

You are not employed by Hospice at Home and this document does not constitute a contract of employment, a contract for services or form evidence of any such contract.

What you can expect from us

Hospice at Home will:

- Make the best use of whatever time you can afford to give
- Treat you as an individual and with respect, valuing your contribution and seeking and listening to your views and opinions
- Provide you with appropriate training, support and encouragement
- Provide you with a safe and healthy working environment

What Hospice at Home expects from you

As a volunteer for Hospice at Home we require that:

- You treat everyone respectfully and politely
- You are open and honest
- You represent the charity to the required standard
- You undertake any necessary training appropriate to your volunteering role
- You let us know with as much notice as possible if you are unable to meet an agreed volunteering commitment
- You read and follow Hospice at Home's policies and procedures
- You raise any concerns appropriately and in a timely manner directly with your line manager
- **You follow our Vision, Mission and Core Values at all times**

Vision: Hospice at Home will positively influence a future in which everyone within our community facing a life limiting illness, regardless of cause, receives the best possible palliative and end of life care, and their families and carers receive the support they need.

Mission: To enhance quality of life for adults, their families and carers in our area, through skilled and compassionate care and support at home and in their community.

Core Values:

- **Trust** We will build trust and confidence by being approachable, dependable and responsive to individual need.
- **Professional** We will be open, honest, reliable and fair accepting responsibility for our actions and being accountable for them.
- **Caring** We will always be kind and caring towards others. Our care and support will be holistic and will always put the patient first.
- **Compassion** We will accept the thoughts, values, beliefs and choices of others without judgement, responding with empathy and the offer of support wherever possible.
- **Respect** We will be courteous and actively listen to what is said. We will maintain privacy and dignity at all times.
- **Resourceful** We will use our resources and funds carefully to ensure we deliver quality, palliative and end of life care for patients whilst also supporting family members and carers.

Representing the Organisation

Hospice at Home volunteers are our ambassadors in the community and it is important to always present a positive image to the public.

- Volunteers should always request approval for any action or statement which may significantly affect or obligate the organisation

- Volunteers should not make official statements to the press unless specifically requested to do so. This includes how you conduct yourself on social media channels.
- Volunteers should seek guidance and agreement from your line manager before making an approach to any company or organisation for sponsorship or for goods or services.

References and DBS Checks

Prior to commencing your volunteering role, we will need to take up two references depending on role, and you will therefore be asked to provide the details of appropriate referees.

Depending on the nature of your volunteering role, we may also require you to complete a Disclosure and Barring Service (DBS) check. This will be done prior to you commencing your volunteering role and at periodic intervals during your time with us.

Training

Hospice at Home will provide any necessary training required to ensure that you understand and are properly equipped to perform any role that you undertake within Hospice at Home.

Please note that failure to complete mandatory training within the required timescales may lead to you not being able to undertake your volunteering duties until the matter has been rectified.

Supervision

Hospice at Home will also appoint a member of staff to act as a Line Manager for you, providing support and assistance in relation to the performance of your role. The Line Manager will act as your main point of contact.

Hours and Locations of assistance

Your hours of assistance will be agreed in advance, with Line Manager, and in order to meet the needs of Hospice at Home

If for any reason, you are unable to attend at the pre-arranged time, you must inform the Line Manager as soon as reasonably possible. The preferred method of contact is telephone.

Welfare

For health and safety purposes and in the event of an emergency, we will ask you to provide emergency contact details and these will be accessible by your line manager.

Hours

For the purpose of calculating hours that a Volunteer donates to Hospice at Home, a volunteer will be classed as working when they:

- a) Complete work for Hospice at Home within the agreed office or location
- b) Travel directly to, or from, the office / location when they volunteer.

Reimbursement of expenses

Subject to you obtaining the prior agreement with your line manager, the organisation shall reimburse your expenses, incurred by you in the course of your employment, subject to the production of VAT receipts or other appropriate evidence of payment.

Ideas and Concerns

You may have ideas for the better performance of your duties or of ways in which we can meet our objectives as an organisation. Please discuss these with your line manager.

You may run into problems when performing your duties. You should discuss any complaint or problems with your line manager.

Your line manager will discuss with you any issues that he/she may have with your work. In the unlikely event that such issues cannot be addressed to the satisfaction of Hospice at Home, we reserve the right to terminate this volunteer agreement with you.

The ability for you to raise a concern is an important way to maintain a healthy volunteering relationship. However, the process of speaking up can be worrying. Hospice at Home has appointed an independent Freedom to Speak Up (FTSU) Guardian, who is available to provide advice on raising a concern, should you need it. Our FTSU Guardian is:

Melanie Taylor

Tel: 07903 397510

Email: melanie@mtaylorassociates.co.uk

Equality and diversity

Hospice at Home is committed to ensuring, within the framework of the law, that its workplaces are free from unlawful and/or unfair discrimination on the grounds of gender, colour, race, nationality, ethnic or national origin, sexual orientation, religion or beliefs, marital status, age and physical or mental disability.

Hospice at Home values diversity and is committed to promoting it within the workplace by seeking to ensure that all individuals are treated fairly, with dignity and respect, and by recognising and encouraging individual contribution within the organisation.

Hospice at Home will therefore administer all aspects of this Volunteer Agreement with those principles in mind.

Termination of the volunteer agreement

Hospice at Home or you may terminate this Volunteer Agreement with immediate effect at any time.

You are free to leave Hospice at Home at any time although a period of notice is appreciated. In the event that a volunteer role is no longer required within the organisation, every effort will be made to give reasonable notice of this.

Hospice at Home maintains the right to discontinue a Volunteer Agreement with or without advance notice or cause.

Upon termination of this agreement, you will return any clothing, ID or other equipment of any description that has been provided by Hospice at Home to you for use during your period of volunteering

Volunteer Declaration

As a volunteer I understand that a condition of my involvement with Hospice at Home is that I do not disclose or divulge verbally, in writing or by any other media, any information which I may acquire in the course of, or for the purposes of, my position. This relates to disclosure to any individual, firm, company, authority, agency or other organisation, and applies now or in the future (including such time as I may no longer be involved with Hospice at Home).

In signing this declaration, I agree to abide by the relevant policies and procedures at all times.

I also understand and agree to maintain confidentiality in respect of all information gained during the course of my duties, whether received verbally, in writing or any other media format. This applies now or in the future.

I further declare that I have been informed and clearly understand that the communication of any information acquired as a result of my involvement with Hospice at Home, to any unauthorised person(s) may be an offence in law. Such communication may be considered as a breach of the principles of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and potentially an offence under these legislations. Furthermore, such communication may also be an offence under Article 8 of the European Convention on Human Rights and, the Human Rights Act 1998.

I also acknowledge that any breach of confidentiality, the policies and procedures, or any such infringement within this agreement may result in the cessation or termination of my access to the offices or location and may result in additional action.

Volunteer Copy:

Volunteer Name	
Volunteer Signature	
Date	
Location of Volunteering	
Hospice at Home Line Manager Signature	
Date	

*Hospice at Home Carlisle and North Lakeland is a Company Limited by Guarantee Registered in England & Wales
No. 04609579 Registered Charity Number 1095708 VAT Registration No 100983927
Registered Office: Valley Court, Barras Lane, Dalston, Carlisle, Cumbria, CA5 7NY
Tel: 01768 210719 E-mail: fundraising@hospiceathome.co.uk
Website: www.hospiceathome.co.uk*

PLEASE RETURN THIS PAGE TO YOUR LINE MANAGER

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