



1 INTRODUCTION

St. David's Foundation Hospice Care is a voluntary organisation and as such values all volunteers no matter their age, gender, race or creed. All volunteers work for no financial benefit and provide an element of enthusiasm, dedication and commitment to St. David's Foundation. As such they are the face of St. David's Foundation in the community, and help to increase the public awareness of St. David's through personal contacts, fundraising, and publicity events.

St. David's Foundation is committed to provide high standards of safety and working conditions to all of our volunteers. To aid in this process St. David's operates a policy that defines the roles and remits of volunteering within our organisation.

2 POLICY

- 2.1 The Volunteer Co-ordinator is the person responsible for co-ordinating the recruitment and management (including induction) of all Foundation volunteers. Volunteers will have reasonable access to the Volunteer Co-ordinator who will provide them with supervision and support.
 - 2.1.1 All applications and references will be handled in the strictest confidence by the Volunteer Co-ordinator. Line Managers will have access to relevant personal details concerning the volunteers for which they are responsible on a day to day basis.
 - 2.1.2 The Volunteer Co-ordinator will work with Line Managers to monitor volunteer conditions.
- 2.2 The Volunteer Co-ordinator must recruit and select volunteers under the direction of St. David's Equal Opportunities Policy (see Policy 2).
 - 2.2.1 An individual who has had a bereavement of a close family member within a period of one year, must not be recruited as a volunteer for any department of St. David's Foundation.
 - 2.2.2 All volunteers of St. David's are subject to the policies and procedures of the Foundation including the disciplinary policy.

- 2.3 Volunteer tasks will complement work carried out by paid staff and not compensate for it.
- 2.4 A person unsuited to volunteering at St. David's Foundation will be referred to Gwent Association for Voluntary Organisations, who may be able to place them.
- 2.5 Once accepted as a potential volunteer, the Volunteer Co-ordinator will forward an arrangement letter outlining the relevant details of the volunteering role. The volunteer must countersign a copy of the arrangement letter to confirm acceptance, as well as sign a confidentiality statement.
- 2.6 Volunteers will be made aware of the charity's aims, objectives and standards.
 - 2.6.1 Volunteers will be issued with a Code of Conduct at the induction day.
 - 2.6.2 Volunteer drivers will also be issued with the relevant information of the Health and Safety Policy.
- 2.7 Volunteers will have clearly defined tasks, and limitations on tasks, within St. David's Foundation. Both the volunteer and manager will agree to those tasks prior to the commencement of the volunteering role.
 - 2.7.1 To assist in defining the role of volunteers, "task descriptions" will be prepared and agreed with new volunteers.
 - 2.7.2 Copies of these "task descriptions" for each volunteer role will be held by the Volunteer Co-ordinator.
 - 2.7.3 Volunteers will normally undertake an agreed 'trial' period with the Volunteer Co-ordinator and the Line Manager. In this way all parties will have full knowledge of what is expected at the commencement of the role and at the time of an annual review.
- 2.8 Volunteering is a matter of choice and volunteers should have the time and opportunity to consider the tasks offered to them.
- 2.9 Volunteers will be adequately insured, provided with any necessary safety equipment or clothing, and be fully reimbursed for out of pocket expenses.
- 2.10 Volunteers will be prepared for their volunteering through a preparation and induction programme, which will include any training necessary to enable them to carry out their volunteering task.

2.10.1 *Preparation*

An initial meeting with the Volunteer Co-ordinator to discuss St David's Foundation, the interests, skills and hobbies of the individual and the opportunity for volunteers. Following this the volunteer will be introduced to the possible Line Manager and the base in which they will work. An agreement of tasks will be made.

2.10.2 *Induction*

Individual inductions will be carried out between the Volunteer Co-ordinator and the Line Manager.