

VOLUNTEER POLICY

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Volunteer Policy

Introduction

A volunteer is a person who gives freely of his/her time, skills and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require particular skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis.

CHS recognises the immense benefits that volunteers bring to the organisation, and the bridges that they build between the organisation and the local community. In return, the organisation hopes to give its volunteers an opportunity to exercise their skills in a different environment and to undertake new experiences.

CHS tries to offer a range of volunteering opportunities and, in accordance with its equal opportunities and diversity policies, to ensure that the opportunity to volunteer is widely available. It is our aim that everyone who volunteers is valued, treated with consideration and given opportunities for fulfilment or personal growth throughout their volunteering placement.

Status of volunteers

A volunteer is not an employee and will not have a contract of employment with CHS. The organisation will agree a role with the volunteer and there will be an expectation that the volunteer will meet the role's requirements and that CHS will provide work for the volunteer. However, the volunteer is free to refuse to fulfil the role and CHS is not bound to provide the work. It is also expected that both the organisation and the volunteer will give as much notice as possible if unable to meet these expectations.

Recruitment

A person wishing to become a volunteer will be asked to complete an application form. The applicant will be asked to identify areas in which he/she would like to volunteer. If CHS is able to match the applicant to a suitable role, references will be required and, depending on the nature of the role, the prospective volunteer may be required to undergo a criminal records check through the DBS.

Volunteering agreement

The volunteer will be invited to enter into a Volunteering Agreement with CHS (Appendix 1). This agreement will identify:

- the volunteer's role and tasks to be performed;
- the start date and duration of the placement;
- who will supervise the volunteer;
- the reimbursement of expenses incurred whilst performing the requirements of the role, subject to approval by CHS; and
- the arrangements for terminating the agreement by either side.

Training

The organisation will provide any training required for the role, including health and safety and data protection training.

Health and safety

CHS has a responsibility for the health and safety of volunteers. Volunteers should at all times follow CHS's health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area or work. Volunteers should report all accidents to their supervisor.

The organisation will provide volunteers with appropriate guidance on any health and safety issues that arise, together with copies of any relevant risk assessments as appropriate.

Recompense

Volunteers are unpaid. However, CHS will reimburse volunteers for all reasonable and proper expenses which are incurred in performing the required tasks, subject to the approval of a senior manager of CHS and the provision of evidence of expenditure as may reasonably be requested by CHS to support any application for the payment of expenses.

Policies and procedures

Volunteers are expected to comply with all the organisation's policies and procedures while they are on its premises or undertaking any of their volunteering duties. Their induction will include an explanation of these policies and procedures.

Insurance

CHS will ensure that volunteers are covered by appropriate insurance; however, such insurance will not cover unauthorised actions or actions outside the volunteering agreement.

Confidentiality and Data Protection

Volunteers are likely to become aware of confidential information about the organisation, its staff, customers and third parties. Volunteers must respect this confidentiality at all times during or after the period of voluntary work. They must not disclose this information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure. The Volunteer Agreement attached at Appendix 1 sets out the data protection rules that volunteers must abide by at all times.

No assumptions should be made about sharing of personal and confidential data with other employees or third parties. If in doubt, Volunteers should seek advice from their supervisor or a senior member of staff.

All correspondence and all documents, papers and records which may have been prepared by Volunteers or have come into their possession in the course of their voluntary work (except those which may be considered by CHS to be in the public domain) and all electronic equipment, computer software or hardware or other property used in connection with CHS operations are the property of CHS and must be returned upon request and in any event when the placement with CHS finishes.

Supervision

A supervisor will be appointed to support and manage the volunteer. The supervisor will regularly review the volunteering arrangements. If the volunteer has any queries or would like to change his/her role this should be discussed with the supervisor. The supervisor will normally try to solve any problems informally, but if this is not possible the formal complaints system will come into operation. If the volunteer wishes to make a formal complaint he/she should put the complaint in writing to his/her supervisor. If it is not possible to reach a solution the volunteer may raise the matter with the supervisor's manager.

If a complaint is made about a volunteer, this will be notified to him/her in writing and the supervisor will decide whether any action should be taken. If the volunteer is dissatisfied with the decision he/she may raise it with the supervisor's manager.

Driving Duties

Any volunteers who will be transporting equipment or people using a vehicle must demonstrate that they have a valid driving licence, appropriate insurance and that the vehicle they will be using is road worthy (i.e. valid MOT certificate). Volunteers required to drive as part of their duties will be covered by the organisation's insurance policy.

The volunteer must report any accidents to the organisation. He/she must also report any motoring offences or police cautions to the organisation. The organisation will not pay any parking fines accumulated by the volunteer.

Induction

On commencing volunteer work, the supervisor will complete an appropriate induction into CHS and the duties to be performed. The induction must cover:

- general information about the organisation;
- a copy of this volunteering policy;
- a standard volunteering agreement (if not previously signed);
- details of where he/she can access the organisation's policies and procedures;
- information on the scope and the boundaries of the role in CHS, taking into account their skills, dignity and the individual's wishes and aspirations;
- access the training and development needs of the volunteer and agree how these will be met during the placement. Please liaise with the Training Co-ordinator, who can advise on the most appropriate way of providing the training.
- Confirm CHS's expectations of Volunteers:

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- work within CHS rules, policies and procedures
- embrace and uphold CHS behaviours framework
- work in a co-operative and friendly way
- carry out agreed tasks to the best of their ability
- provide reasonable notice of non attendance to the relevant supervisor
- attend any appropriate support, training or supervision sessions
- keep confidential any information they acquire as a result of their work with CHS and adhere to the Data Protection Policy
- support and follow the CHS Equality and Diversity policy statement



VOLUNTEER AGREEMENT

The CHS Group (CHS) encourages and welcomes volunteers. This agreement sets out the relationship between the volunteer and the organisation. The Agreement does not create any contract of employment or contract for services between you and CHS.

Name of volunteer:	
Address:	
Telephone number:	
Date of birth:	
Place of work:	

Pre-placement Checks:

We will require you to provide the details of two referees. We may also require you to be checked by the Disclosure and Barring Service.

Duties to be carried out by volunteer:

The tasks that you will be asked to carry out as a volunteer are:

[insert tasks here]

Length of commitment:

The voluntary work will commence on [insert date] for a period of not longer than [insert duration] weeks/months.

Placement Supervisor:

Your supervisor will be [insert name and job title]
 They will supervise your volunteering work and provide relevant support and guidance.
 Your volunteering work will be reviewed by your supervisor during the placement.

Times of attendance:

We will discuss with you the amount of time you are willing to commit to volunteering, when you will be available each week/month and how your availability will fit in with our needs. If, for any reason, you will not be attending as we have agreed, we would be grateful if you

could let your supervisor or other senior managers know asap. If we have no work for you we will let you know as soon as possible.

Risk assessment:

If appropriate, a risk assessment will be carried out by your supervisor.

Confidentiality and Data Protection:

In the course of your Volunteer Placement you will come across confidential information about the organisation, its staff, its clients and third parties. You must respect this confidentiality at all times, whether during or after your period of voluntary work and agree to adhere to the following terms:

- I will not use confidential information for my own benefit or disclose the information, except where required or authorised to do so by a Senior Manager of CHS, a Court of Law or any authorised or enforcement agency such as the police. Confidential information includes (but is not limited to) financial information, commercial information, technical information, sales and marketing information and trade secrets (whether obtained verbally or from data held by CHS).
- I will refrain from revealing or using confidential information regarding systems and programme design and data for personal gain;
- I will refrain from using CHS ICT equipment and accessing the Internet except when authorised to do so and only for official business on behalf of CHS as unauthorised usage could result in damage to the equipment and loss of stored data.
- I undertake to familiarise myself with the Data Protection Policy and any departmental procedures set down by CHS as a result of Data Protection legislation and understand that CHS is obliged to view any breach of these procedures as a serious matter. Volunteers working for CHS are required at all times during their placement to comply with the provisions of Data Protection legislation and with any associated policy introduced by the organisation.
- I will not collect personal data and/or sensitive personal data (eg. ethnic origin, religious beliefs or health information etc) relating to members of staff, clients or third parties or disclose this data to anyone other than certain named employees of the CHS Group, unless this has been explicitly authorised.

No assumptions should be made about sharing of personal and confidential data with other employees or third parties. If in doubt, please seek advice from a senior member of staff.

All correspondence and all documents, papers and records which may have been prepared by you or have come into your possession in the course of your voluntary work (except those which may be considered by CHS to be in the public domain) and all electronic equipment, computer software or hardware or other property used in connection with CHS operations are the property of CHS and must be returned upon request and in any event when your placement with CHS finishes.

Policies and Procedures

You are expected to abide by the organisations policies and procedures relevant to your voluntary work, particularly those relating to health and safety. You will be notified of relevant policies and procedures at the start of the placement and/or provided with a copy for your information.

Termination

This agreement can be terminated by either side, with or without notice.

Undertaking

I understand that work I carry out under this agreement will be unpaid. CHS will reimburse me for all reasonable and proper expenses which are incurred in performing the tasks listed above, subject to the approval of a senior manager of CHS and the provision of evidence of expenditure as may reasonably be requested by CHS to support my application for the payment of expenses.

I also understand that I am not entitled to any benefits offered to employees of CHS, including the Pension Scheme, due to the voluntary nature of duties I will perform. As I am not an employee of CHS, I will not be entitled to any compensation for loss of office if this Volunteer Agreement is terminated for any reason.

I accept the terms of this Volunteer Agreement and understand my role. In the event of any concerns or problems relating to the placement, I will speak to my supervisor.

Full Name:	
Signed:	
Date:	

Please return a signed copy to the HR Team