

# Volunteer Policy

## Document Control

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### B. Document Details

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### C. Document Revision and Approval History

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1	Aug 2021	Sue Higson	Jenny Thomas	

## **1.0 Introduction**

1.1 The success and smooth running of our vaccination clinics has been down to the commitment and support from all our volunteers to date. From July 2021, Bolton GP Federation is pleased to assume responsibility for the management and co-ordination of its volunteering proposition. The purpose of this overarching policy therefore is to set out our policy for including volunteers in the ongoing delivery of some of its services, and to set out the principles and guidelines for volunteering across those services, to ensure our volunteers are fully supported to meet the Federations standards and good practice.

1.2 This policy provides:

- A framework for all Bolton GP Federation staff when considering the use of volunteers
- A consistent set of guidelines to ensure volunteers are valued and supported whilst undertaking their role

1.3 Bolton GP Federation is committed to becoming a volunteering organisation that pledges to value and harness the passion and skills of our volunteer community. We aim to deliver a sector leading volunteering experience for the people of Bolton. As such, we are wholly committed to Bolton CVS Volunteer Charter's core activities:

- Involving volunteers
- Making volunteering happen
- Fair & equal volunteering
- Volunteering tasks, & getting things done
- Recognising & celebrating

1.4 Volunteers support the provision of services to both patients and relatives. Their role is intended to complement services delivered by Bolton GP Federation. It is not intended that a volunteer is used as a direct replacement for paid employment opportunities.

1.5 Volunteers may be asked to support in the delivery of a range of services. Typically, opportunities will continue to be linked to the ongoing delivery of vaccination clinics, but may not be limited to just one service.

## **2.0 Purpose/Scope**

2.1 The principles set out in this policy apply to all individuals who undertake a volunteering role on behalf of Bolton GP Federation and must also be adhered to by staff who are engaging volunteers within their own service area.

2.2 Volunteers are not employees of the Federation and are under no obligation to commit their time to Bolton GP Federation. They commit their time to the Federation freely and entirely through personal choice, and there should be no expectation of financial reward other than to compensate for 'out of pocket' expenses incurred in the fulfilment of their role.

2.2.1 Volunteers have no entitlement to employee benefits such as sick pay, annual leave.

2.2.2 Bolton GP Federation is not obliged to provide opportunities for volunteers, just because a volunteer confirms their availability to support.

## **3.0 Process**

### **3.1 Recruitment & Selection**

- 3.1.1** Recruitment and selection process for our volunteers will be appropriate to the activities and services being supported and will be undertaken in line with regulations governing recruitment checks in the NHS. This requires that certain checks are undertaken to ensure the safety of volunteers and staff engaged in patient related activity.
- 3.1.2** All recruitment and selection activity will be undertaken in line with the prevailing Bolton GP Federation Recruitment & Selection policy.
- 3.1.3** As part of recruitment and subsequent induction (see below), staff will bring to life the Federation's organisational values and the importance of adhering to those values.

### **3.2 Induction & Training**

- 3.2.1** To help ensure volunteers are appropriately equipped for their role, each volunteer will undergo the appropriate induction & training prior to commencing their role.
- 3.2.2** Induction training should include details for escalating any concerns, including how to do so, along with details of local arrangements for claiming expenses and any other relevant admin requirements.
- 3.2.3** Each volunteer will be given appropriate management and support, which may include regular / mutually agreed contact.

### **3.3 Health & Safety**

- 3.3.1** It is good practice that volunteers take care of themselves and others whilst volunteering with the Federation, following any health & safety advice and instructions specific to their role. Volunteers should cooperate with the Federation on health & safety matters, and immediately report any accidents or incidents to the volunteer coordinator or named contact.
- 3.3.2** The Federation will ensure that all volunteers are provided with appropriate information and training to enable them to complete their volunteering work safely.

### **3.4 Reimbursement of 'out of pocket' expenses**

- 3.4.1** The work of the Federation is enhanced by the contribution of our volunteers, and we are grateful to the many who do not claim expenses
- 3.4.2** The Federation will support with payment for 'out of pocket' expenses incurred, where previously agreed with the Volunteer coordinator, based on the requirement to support a particular service.

### **3.5 Ongoing support**

- 3.5.1** Volunteers should always know who their key contact is. This will be the volunteer coordinator, or another named contact who should provide support as needed/agreed relevant to their role, on an ongoing basis

### **3.6 Standards of conduct**

- 3.6.1 Our volunteers represent the Federation and should uphold its values by demonstrating professionalism and caring approach when dealing with patients and members of the public.
- 3.6.2 Volunteers should respect the different customs, values, sexuality, religious beliefs, age and social backgrounds.
- 3.6.3 In the unlikely event that a complaint or issue is raised about the conduct of a volunteer, this will be investigated by a staff member of the Federation. It is likely that the volunteer's services will not be called on during the time of any investigation. Once that investigation is complete, the volunteer will be notified of the findings by the investigation manager. If it is deemed that the volunteer's conduct has not been in line with the Federation's values, it reserves the right to cease calling on that volunteer's services

### **3.7 Raising concerns**

- 3.7.1 The Federation is committed to creating an environment where individuals feel able to raise concerns safely, and in confidence. If a volunteer becomes concerned about issues of safety, malpractice or wrong-doing while undertaking volunteering activities for the Federation, the volunteer should raise their concerns to either the volunteer coordinator or other named contact

### **3.8 Monitoring compliance with this policy**

- 3.8.1 Compliance with this policy will be monitored as part of ongoing policy reviews & through the Quality & Governance mandate