



# Trust Volunteer Policy

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## Document Control Information

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| 0.1  | 5.12.14   | Associate Director of HR | D            | Feedback / comments received from distribution group.   |
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| 1.0  | 20.1.15   | Associate Director of HR | A            | Approved by TMG 20/01/15  |
| 1.1  | July 2018 | Risk Team                | A            | July 2018 TMG approved extension until December 2018  |
| 1.2  | Feb 19    | Christine Brereton       | D            | Policy reviewed and remains fit for purpose with no changes. Proposed next review date 3 years. Policy is an overarching framework for the recruitment and deployment of the volunteer workforce and separate SOPs are in place for each hosted area. |
| 2.0  | Feb 19    | Christine Brereton       | A            | TMG approved review date to additional 3 years as policy is fit for purpose   |
|  |           |                          |              |   |
| A = Approved D = Draft   |           |                          |              |   |
| Associate Director of HR   |           |                          |              |   |
| <ul style="list-style-type: none"> <li>▪ Volunteer Procedure – Patient Transport Services</li> <li>▪ Volunteer Procedure – Community First Responders</li> <li>▪ Volunteer Procedure – BASICS doctors</li> <li>▪ DBS Policy</li> <li>▪ Equal Opportunities Policy</li> <li>▪ Pre and Post Employment Checks Policy</li> <li>▪ Salaries and Pay Allowances Management Guidance</li> <li>▪ Raising Concerns at Work (Whistleblowing) Policy</li> </ul> |           |                          |              |   |

| <b>Section</b> | <b>Contents</b>  | <b>Page No.</b> |
|----------------|--|-----------------|
|                | Staff Summary  | 4               |
| 1              | Introduction   | 4               |
| 2              | Purpose/Scope  | 5               |
| 3              | Process <ul style="list-style-type: none"> <li>▪ Recruitment and selection</li> <li>▪ Induction and training</li> <li>▪ Reimbursement of associated expenses</li> <li>▪ Ongoing support</li> <li>▪ Standards of conduct</li> <li>▪ Raising concerns</li> </ul> | 5               |
| 4              | Training Expectations for Staff  | 7               |
| 5              | Implementation Plan  | 7               |
| 6              | Monitoring compliance with this Policy   | 7               |
| 7              | References   | 8               |
|                | Appendix A<br>Roles & Responsibilities   | 9               |

## Staff Summary

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| This policy sets out the Trust's requirement for all managers, staff and volunteers to follow in both the recruitment and deployment of volunteers.   |
| This policy acts as the overarching framework for the recruitment and deployment of all volunteers utilised within the Trust.   |
| Local volunteer policies developed by service areas must comply with the overarching principles and requirements set out in this policy.  |
| All managers must ensure that the recruitment of volunteers adheres to the recruitment standards set out in the Trust's Recruitment and Selection policy.   |
| Managers must ensure that prior to deployment; volunteers receive the necessary corporate and local induction and are made aware of the standards of conduction expected of them in their role and the process for raising concerns about issues of safety, malpractice or wrong doing whilst undertaking voluntary duties for the Trust. |

### 1.0 Introduction

- 1.1** The purpose of this overarching policy is to set out Yorkshire Ambulance Service (the Trust's) policy for including volunteers in the delivery of its services and to set out the general principles and guidelines for volunteering across the Trust to ensure consistent standards and good practice.
- 1.2** In particular the policy will:
- Provide a framework for all YAS staff when considering the use of volunteers,
  - Provide a foundation on which individual volunteer schemes will be based,
  - Provide a consistent set of guidelines to ensure volunteers are supported whilst undertaking their role.
- 1.3** Volunteers provide a service to patients and their relatives. Their role is intended to complement NHS services and it is not intended that they will be used as a direct replacement for paid employment opportunities.
- 1.4** The Trust recognises the benefits of using volunteers, including:
- Offering alternative ways to involve and engage with communities,
  - Helping to extend the service,
  - Bringing fresh perspectives.
- 1.5** Volunteers may be used in a variety of ways, but the following are the most frequent volunteering opportunities available:

- Community First Responders – individuals who volunteer to provide a limited emergency response in their communities, helping us to respond to patients more quickly than we may be able to otherwise.
- Volunteer car drivers – supporting the transportation of mobile patients to and from hospital appointments.
- BASICS doctors – qualified doctors who can be called to respond to trauma.

## **2.0 Purpose/Scope**

**2.1** The principles set out in this policy apply to all individuals who undertake a volunteer role on behalf of the Trust and must be adhered to by all Trust managers who are engaging volunteers within their service areas.

2.1.1 Volunteers are not employees and are not obliged to commit their time to YAS, they do so freely, through personal choice and without expectation of financial rewards, other than to cover expenses necessary to the role. There is no entitlement to benefits such as sick pay or annual leave. At the same time, YAS is not obliged to provide opportunities for voluntary activities when a volunteer is available.

## **3.0 Process**

### **3.1 Recruitment and Selection**

3.1.1 Recruitment and selection processes in use for volunteers will be appropriate to the voluntary activity undertaken but be in line with guidance on the use of volunteers by the Department of Health and consistent with the regulations governing recruitment checks in the NHS. This requires that certain checks are undertaken to ensure the safety of volunteers and staff engaged in direct patient related activity. For example, all volunteers engaged in patient related activity will be required to undergo an enhanced Disclosure and Barring Service (DBS) check, provide references and may be required to undergo health screening.

3.1.2 As part of recruitment and subsequent inductions processes (see below), volunteers will be made aware of the Trust's organisational values and all such recruitment and training initiatives will reiterate the importance of adhering to these values.

### **3.2 Induction and training**

3.2.1 All volunteers will receive an induction which will provide background information regarding the Trust, information about the activity they will be undertaking and the standards of behaviour they will be expected to maintain.

3.2.2 Corporate level induction will include training on safeguarding and details on how volunteers are able to raise concerns relating to the course of their duties, including notifying them of their responsibilities to escalate their concerns and how to do so. Local induction will also include details of key contacts and any administrative arrangements including how to claim expenses where these are appropriate. Much of this information may be provided in the form of the local induction handbook, but will be supported by contact from staff within the service where they will be volunteering.

3.2.3 Volunteers will be provided with any training necessary to carry out their volunteer role. In most cases induction will be sufficient to meet the training needs of volunteers, but

some voluntary activity, such as the Community First Responder schemes will require specific training. For all patient-facing volunteers, this will include Safeguarding Level 2 training. In such cases, the local manager will be responsible for ensuring that any relevant training is refreshed at appropriate intervals.

3.2.4 Where appropriate, volunteers will be issued with equipment to enable them to carry out their voluntary activity.

### **3.3 Reimbursement of associated expenses**

3.3.1 In some cases volunteers will be able to claim for actual expenses incurred. The circumstances in which expenses can be claimed will vary according to the scheme and details will be provided to volunteers during local induction. The following is not an exhaustive list but is indicative of the types of expenses that a volunteer may incur and for which they may be able to claim reimbursement:

- Mileage and associate expenses
- Telephone calls
- Subsistence claims on long journeys.

3.3.2 All claims will need to be submitted on the relevant forms and will need to be authorised by an appropriate manager. Volunteers will be asked to provide bank details to enable expenses to be paid direct into their bank accounts.

3.3.3 Volunteers need to be made aware that expenses received may be classed as income by HMRC or the Benefits Agency and volunteers are advised to discuss their volunteer activities with the relevant body if they have any concerns. The Trust cannot provide tax or benefits advice.

### **3.4 Ongoing support**

3.4.1 Managers must ensure that volunteers are supervised to an appropriate level and are aware of whom to approach for advice and guidance if needed. Each volunteer will be advised of the relevant manager or supervisor who can provide ongoing support during the course of their voluntary activity.

### **3.5 Standards of conduct**

3.5.1 Volunteers are representatives of the Trust and must always maintain a level of professionalism and courtesy when dealing with patients and members of the public.

3.5.2 Volunteers are expected to be respectful of difference customs, values, sexuality, religious belief, age and social background. Although not employees, volunteers will be expected to follow relevant Trust policies such as those relating to infection control, patient confidentiality, health and safety and equal opportunities. Relevant information will be provided to volunteers at induction to ensure they are aware of the standards they are expected to adhere to when undertaking voluntary activity.

3.5.3 Where there is a complaint or issue raised about the conduct of a volunteer this will be investigated by the Trust. As there is no obligation to offer any voluntary activity to a volunteer, it is highly unlikely that a volunteer's services will be used whilst an investigation is ongoing. Once any investigation is complete, the volunteer will be

advised of the outcome. The Trust reserves the right to cease using a volunteer where their conduct is felt to fall short of what is expected.

3.5.4 Staff who are also volunteers should be aware that their conduct as a volunteer could affect their employment. This is where their conduct as a volunteer brings the Trust into disrepute or substantially affects their capability or suitability to work. In these circumstances, staff may be dealt with under the Disciplinary Procedure for activities undertaken in a voluntary capacity.

3.5.5 Where appropriate, volunteers engaged in patient facing activity may be subject to enhanced DBS checks at regular intervals during their use as a volunteer. Where a volunteer refuses to undergo a regular check, then the Trust reserves the right not to utilise them as a volunteer.

### **3.6 Raising concerns**

3.1 The Trust has a responsibility to create an environment where individuals feel able to raise concerns in confidence. If the volunteer became concerned about issues of safety, malpractice or wrong doing whilst undertaking voluntary duties for the Trust, the volunteer has a responsibility to raise these concerns and must be advised during the induction of the process by which they should escalate such concerns. This includes concerns which may affect patients, the public, staff or the organisation. Details of how to raise a concern can be found in the Trust's Raising Concerns at Work (Whistleblowing) policy, which is available on the internet.

### **4.0 Training expectations for staff**

4.1 There are no additional training requirements for managers who will be responsible for the recruitment and deployment of volunteers within their areas of responsibility beyond the current requirement relating to the Trust's Recruitment and Selection processes. Managers may seek clarity on the requirements of and their responsibilities under this policy with members of the Human Resources department.

### **5.0 Implementation Plan**

5.1 The latest approved version of this Policy will be posted on the Trust Intranet site for all members of staff to view. New members of staff will be signposted to how to find and access this guidance during Trust Induction.

### **6.0 Monitoring compliance with this Policy**

6.1 This Policy has been checked for compliance with the Care Quality Commission criterion and the NHS National Recruitment Standards. An annual audit will be undertaken to ensure that all actions under the policy have been undertaken.

6.1.1 In the table below duties of key individuals are included within the following monitoring arrangements:

| <b>Standard</b>  | <b>Monitoring</b>   |
|--|---|
| Duties   | <ul style="list-style-type: none"> <li>▪ The duties of key members of staff noted in this policy and compliance with their obligations will be monitored through the PDR process.</li> <li>▪ The HR department will conduct an annual audit to ensure that all such actions have been completed. Confirmation of such will be reported annually to the JSG for information.</li> </ul>  |
| Managers have received training in the application of this policy. | <ul style="list-style-type: none"> <li>▪ Managers responsible for the recruitment and deployment of volunteers are required to complete the Trust's recruitment and selection training. Data recorded via the Oracle Learning Management system and statistics will be provided for reporting / assurance to the People and Engagement Directorate management team.</li> </ul>  |
| Compliance with this policy  | <ul style="list-style-type: none"> <li>▪ Compliance with this policy will be monitored by Human Resources (HR) on a quarterly basis.</li> <li>▪ The HR department in conjunction with other departments as appropriate e.g. risk and assurance, health and safety will undertake an annual review of reporting arrangements.</li> <li>▪ Any deficiencies in reporting arrangements will be reported to the People and Engagement Directorate management team who will note them in their minutes together with any corrective action(s) that need to be taken to ensure compliance. Progress of these actions will be reviewed at subsequent meetings.</li> </ul> |
| Process for monitoring compliance with all of the above            | <ul style="list-style-type: none"> <li>▪ The HR department will conduct an annual audit to ensure compliance with the standards as set out in this policy.</li> <li>▪ Confirmation and findings of the audit will be reported annually to the JSG for information.</li> <li>▪ Actions to address any identified deficiencies will be noted in the minutes of the JSG and be reviewed at subsequent meetings. .</li> </ul>   |

## 7.0 References

7.1 This policy has been developed with reference to the following guidance:

7.1.1 NHS Employers Guidance on Recruitment

<http://www.nhsemployers.org/RecruitmentAndRetention/Employment-checks/Pages/Employment-checks.aspx>

7.1.2 NHS Employers Guidance on the deployment of volunteers

<http://www.nhsemployers.org/Aboutus/Publications/Pages/VolunteeringPack.aspx>

## **Appendix A**

### **Roles & Responsibilities**

#### **8.1 Service managers**

The overall responsibility for the operation of the volunteer scheme lies with the relevant local management team. Managers will be responsible for ensuring that staff within their service adhere to this framework and implement specific local volunteer arrangements for their area. They are also responsible for inducting volunteers and providing ongoing support and monitoring of volunteer activities.

#### **8.2 Human Resources**

Human Resources are responsible for ensuring that volunteers undergo an appropriate recruitment and selection process and that they are safe and suitable to work with patients.

#### **8.3 Trust staff**

Staff are responsible for being aware of the policy and for recognising the valuable contribution that volunteers can make to the quality of care offered to patients.

#### **8.4 Volunteers**

8.4.1 Volunteers are responsible for ensuring that they follow the guidelines in this policy and any detailed guidance applicable to their scheme which will be developed and maintained by local management teams. This is set out in a local volunteer agreement which volunteers will be expected to sign to indicate their acceptance prior to commencing voluntary activity.

8.4.2 Whilst not employees, volunteers are required to adhere to all policies and procedures as appropriate to the course of their duties. Relevant policies will be confirmed as part of corporate and local induction processes. Volunteers are also required to take account of the Working Time Regulations principles in terms of their overall working hours, including those undertaking a volunteer role.