



## Volunteer Policy

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Ratified by:	Patricia Mbasani Director of HR
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3 February 2017	Melanie Hill	Expanded the policy to include all aspects of volunteering.
May 2017	Patricia Mbasani	Minor amendments

Policy Reviewed	Reviewed By	ISQ	Update	Next Review Date
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## Volunteer Policy

Welcome to Shooting Star Chase.

We are delighted that you have chosen to volunteer for Shooting Star Chase. Our volunteers are vital to the success of the charity and make a real difference to the children and families we support. Without the help of our dedicated volunteers we would not be able to continue providing practical, emotional and nursing care to around 700 families. Thank you for your commitment to Shooting Star Chase and we hope this will be rewarding and enjoyable.

This policy explains the framework of Shooting Star Chase's volunteer programme. It helps define the role of volunteers within the organisation, and how they can expect to be treated whilst maintaining our values of Professionalism, Respect, Integrity, Diversity and Excellence.

### Introduction

Shooting Star Chase is a leading children's hospice charity caring for babies, children and young people with life-limiting conditions and their families. Whether lives are measured in days, weeks or years, we are here to make every moment count. We support families from diagnosis to end of life and throughout bereavement with a range of nursing, practical, emotional and medical care.

Our bespoke support is free of charge to families and available 365 days a year. Our care service includes short breaks at our two hospices (Shooting Star House in Hampton and Christopher's in Guildford), Hospice at Home, day care, symptom management, end-of-life care, bereavement care and a comprehensive range of therapies and support groups for the whole family.

It costs £10 million a year just to maintain our current level of care. Less than 10% of that income comes from government funding, so we rely on our supporters' generosity to keep the service running. What's more, we know there are many more families desperate for our vital support, so it's crucial we raise more funds to provide more care. In line with this mission and to meet our vision and values, Shooting Star Chase seeks to involve volunteers to ensure that our service meets the needs of the children in our care, striving for an ever higher quality of service by placing a high value on the recruitment, selection, on-going training and development of volunteers.

### Principles of the policy

This Volunteering Policy is underpinned by the policies and procedures of Shooting Star Chase and by the following principles of volunteering:

- Shooting Star Chase will endeavour to ensure that volunteers are able to contribute fully to the organisation and are properly integrated into the structure and ethos of Shooting Star Chase.
- Shooting Star Chase expects that volunteers and staff at all levels will work positively together to fulfil the mission, vision and values of the organisation.

- Shooting Star Chase recognizes that volunteers have personal and development needs and will seek to help volunteers to meet those needs, as well as providing them with the training to work effectively.
- Shooting Star Chase is committed to the effective support and management of volunteers

### **Practice guidelines**

The following guidelines deal with some of the practical aspects of the volunteer's involvement with Shooting Star Chase. Further and more detailed information is contained in the relevant volunteer policies and procedures.

### **Recruitment and Selection**

All prospective volunteers will be recruited and selected following Shooting Star Chase's principles of selection and good practice to ensure their appropriateness for their volunteer role. Each volunteer role has a role profile describing what the role entails. We carry out informal interviews to ensure the role is right for both parties. Some roles will also require a DBS check e.g. if they involve working at our hospices or as an ambassador.

### **Age**

For most volunteering roles the minimum age is 18. However, 16 year olds may take part in our Youth Volunteering scheme at the hospices or volunteer in our shops. Typically volunteers on our Youth Volunteer Scheme aspire to work in the medical profession or as other healthcare professionals and volunteering in a hospice kitchen gives them exposure to the hospice environment.

There is no upper age limit for volunteers but there may be situations when a volunteer is asked to stop volunteering e.g. when health issues are considered a risk to the person concerned or others around them.

### **Responsibilities and expectations**

We want you to enjoy our volunteering with us and we take our responsibilities to you very seriously. All volunteers will be asked to sign a Volunteer Agreement sets out our mutual aims and responsibilities towards each other. We aim to be flexible and are always happy to discuss your individual situation. This is not a contract and Shooting Star Chase has no intention of creating a contract with a volunteer.

### **Representing Shooting Star Chase**

All volunteers have a responsibility to uphold the name and reputation of the charity at all times.

### **Boundaries**

Shooting Star Chase is committed to providing high quality professional care to the children and families supported and as such we strive to adhere to good standards of practice. One of these standards includes the establishment and maintenance of professional boundaries in the relationships of all volunteers who come into contact, with family members. Further information can be found in Professional Boundaries – Volunteers Policy.

### **Diversity and equality**

Shooting Star Chase is committed to promoting equality of opportunity for all staff, volunteers and job applicants. We aim to create an environment in which all individuals are best able to make use of their skills, free from discrimination or harassment and in which all decisions are based on merit. We do not discriminate against staff and volunteers on the basis of their gender, sexual orientation, marital or civil partner status, domestic circumstances, gender reassignment, race colour, nationality, ethnic or national origin, religion or belief, disability or age. All staff and volunteers have a duty to act in accordance with this policy and treat colleagues with dignity at all times, and not to discriminate against or harass other members of staff including volunteers, regardless of their status.

The principles of non-discrimination and equality of opportunity also apply to the way in which staff and volunteers treat visitors, service users, suppliers and former staff members.

Full details are contained in the Diversity and Equal Opportunities Policy available from your staff contact or volunteer development team.

### **Confidentiality and data protection**

We take great care to protect your information as part of our data protection responsibilities. As a volunteer, you are bound by the Shooting Star Chase Confidentiality Policy and we expect you to protect any personal or confidential information to which you may have access. A copy of our Confidentiality policy is available from your line manager or Volunteer Development

### **Training**

All hospice volunteers must attend an induction before starting in their volunteer roles. Inductions will be offered to all volunteers working at other sites. All volunteers will receive training relevant to their volunteering role and Shooting Star Chase will endeavour to develop further skills where required.

### **Dress code**

Shooting Star Chase expects all volunteers to adhere to the volunteer dress code policy. Volunteers are expected to dress in a manner appropriate to their volunteering environment and bear in mind that as a representative of the charity the way they present themselves plays an important part in the image that Shooting Star Chase portrays.

### **Expenses**

As a general rule Shooting Star Chase will not pay travel expenses to and from a volunteer's regular location of work. Shooting Star Chase will pay agreed out of pocket expenses. Payment must be authorised in advance and receipts will be required.

### **Insurance**

Shooting Star Chase has appropriate types of insurance in place to cover its volunteers. These include employer's liability insurance and public liability insurance in the event of a volunteer being harmed due to the negligence of the charity or a third party being injured as a result of the actions of a volunteer whilst performing Shooting Star Chase duties. However, Shooting Star Chase's insurance does not cover personal belongings. Volunteers using their own vehicle – Shooting Star Chase do not provide motor insurance

for volunteers. Driving in connection with charitable volunteering is normally classified by insurers as “social, domestic and pleasure” which is part of most driver’s standard cover. Shooting Star Chase recommends that volunteers check with their insurer but there should not be any additional cost. If Shooting Star Chase has agreed to reimburse expenses for a volunteer using their own vehicle, the standard government mileage rate would apply, which includes an allowance for insurance as well as fuel, maintenance, tax etc. Please ask your manager or Volunteer Development if you require further information.

### **Health and safety**

Shooting Star Chase is committed to ensuring all volunteer’s wellbeing and safety and expect volunteers to contribute to maintaining a safe working environment. All volunteers at Shooting Star Chase must:-

- Take reasonable care for the health and safety of themselves and other persons who may be affected by their actions or omissions.
- Co-operate with staff by assisting them to fulfil their statutory duties.
- Follow the Shooting Star Chase Health and Safety Policy and measures put in place by Shooting Star Chase or any organisation whose premises the volunteer is working on.
- Report accidents/incidents or dangerous circumstances to a member of staff, whether or not any person has been injured.
- Be aware of actions to take when an emergency situation arises and who from Shooting Star Chase to contact for support.

### **Copyright, intellectual property and photography**

The rights to any original works that you may produce in the course of your volunteering will belong to the charity, unless otherwise agreed. Examples include photography, artwork, graphic design and written work, including the results of research.

We may use photographs of volunteers carrying out their roles for promotional purposes online or in leaflets. Volunteers may request that an image is withdrawn.

### **Media relations**

All media requests should be directed to the Communications and Marketing team – [press@shootingstarchase.org.uk](mailto:press@shootingstarchase.org.uk). The team is trained in media relations and also manages the charity’s wider key messages so are equipped to use the correct and most timely message depending on the media activity.

No staff or volunteer should act as spokesperson or provide content such as family stories or images without direction from the Communications and Marketing team. If your volunteer role means interaction with the press is possible, and you would like to act as a spokesperson, please speak to your contact at Shooting Star Chase or email [press@shootingstarchase.org.uk](mailto:press@shootingstarchase.org.uk).

### **Social media**

Shooting Star Chase has a large number of staff and volunteers who are very active on

social media and help us spread our messages much further than the official accounts can on their own. There is a Social Media Policy and separate guidelines to protect both the individual and Shooting Star Chase which are available from Volunteer Development or your staff contact. In summary however we would ask that your social media accounts are set up as personal accounts and do not have Shooting Star Chase in the account name or contain our branding and that you include a disclaimer 'views my own' if you mention that you volunteer with us. Please remember that you are legally liable for everything you write or post through social media. Only share things you feel comfortable with and don't say anything defamatory, libellous, harassing pornographic or otherwise hostile as it could not only land you in a lot of trouble, but also reflect badly on the charity.

### **Resolving concerns**

Shooting Star Chase takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties. If you have any problems or complaints about your volunteering please talk to your line manager in the first instance. If an informal approach has been reasonably tried and failed to resolve the situation, or the complaint is about your line manager, you should contact the Volunteer Development team. A copy of our Complaints Handling Policy for Volunteers is available from Volunteer Development.

### **Smoking and substance abuse**

All Shooting Star Chase premises are smoke free. Volunteers are asked not to smoke when wearing a badge, branded clothing or anything that would identify them with the charity. Similarly, electronic or e-cigarettes should not be used, as from a distance they can be mistaken for tobacco products. Volunteering under the influence of alcohol or drugs will not be accepted.

### **Whistleblowing**

We are committed to conducting our work with honesty and integrity and we expect all staff and volunteers to maintain high standards. Furthermore we are audited by the Care Quality Commission and accountable to The Charity Commission and to the public who support us so generously. Therefore we check and audit our activities to maintain our reputation as a trustworthy charity. If you suspect that any staff member or volunteer is behaving in a way that is unethical and likely to bring the charity into disrepute, or cause financial loss or dangers at work, you should report this immediately to your staff contact, Volunteer Development or the HR officer with designated whistleblowing responsibilities. A copy of the Whistleblowing Policy is available from Volunteer Development.

### **Safeguarding**

It is the responsibility of all staff, students, trustees and volunteers to ensure any safeguarding concerns are reported immediately. A copy of the Safeguarding Children Policy and Safeguarding Adults policy is available from the Volunteer Development.

### **Support, further information and advice**

If you would like further information, advice or support on any aspect of your volunteering please speak ask your staff contact or a member of the Volunteer Development team on 01932 823100 or email:volunteers@shootingstarchase.org.uk

**Shooting Star Chase recognises your contribution as a volunteer to the vital work of the charity. This is borne out in the policies and procedures the charity has developed**

**which cover both staff and volunteers:**

**Volunteer policies**

Bullying and Harassment  
Complaint Handling  
Dress Code  
Family Involvement (this is guidance to staff on families wanting to become volunteers)  
Misconduct  
Performance Management  
Professional Boundaries - Volunteers  
Recruitment and Selection  
Volunteer Leaving  
Volunteer Policy

**Staff and volunteer policies**

Cash Handling (pending approval)  
Complaints Handling and Duty of Candour  
Confidentiality  
Disclosure and Barring Service (DBS)  
Diversity and Equal Opportunities  
Financial Procedure for Shops (pending approval)  
Inclement and Severe Weather  
Lone Worker (pending approval)  
No Smoking  
Social Media  
Substance Misuse  
Vehicles and Drivers  
Whistleblowing

**RATIFIED BY: Patricia Mbasani**

**DATE: 12/5/17**