VOLUNTEER MANAGEMENT POLICY

PRN-150: Volunteer Management Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Purpose

This policy outlines the organisation's approach to the recruitment, selection, induction, management, supervision, support, and recognition of volunteers who contribute to the delivery of companionship and wellbeing support services for older people and adults with disabilities.

The organisation recognises that volunteers play an important role in reducing loneliness, promoting social inclusion, supporting wellbeing, and enhancing the quality of life of the people we support. This policy aims to ensure that volunteers are recruited safely, managed effectively, and supported to make a positive contribution while safeguarding the welfare, dignity, rights, and independence of service users.

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2. Scope

This policy applies to:

- All volunteers
- Volunteer Coordinators
- Employees supervising volunteers
- Managers
- Directors and Trustees
- Students and placements operating in volunteer roles

This policy applies regardless of whether the volunteer role is undertaken face-to-face, remotely, online, by telephone, or within community settings.

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3. Aims and Objectives

The organisation aims to:

- Recruit suitable volunteers safely and fairly.
- Provide meaningful volunteering opportunities.
- Ensure volunteers understand their roles and responsibilities.
- Support volunteers to perform their roles effectively.
- Promote a positive volunteering experience.
- Protect service users from harm.
- Ensure legal and safeguarding compliance.
- Promote inclusion, equality, dignity, and respect.
- Recognise and celebrate volunteer contributions.

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4. Policy Statement

The organisation values volunteers as an essential part of delivering high-quality companionship and wellbeing services.

We are committed to ensuring that volunteers:

- Are treated fairly and with respect.
- Receive appropriate training and support.
- Are protected from discrimination, harassment, and abuse.
- Understand the boundaries of their role.
- Operate within organisational policies and procedures.
- Contribute positively to the wellbeing of service users.
- Work in a safe and supportive environment.

Volunteers complement paid staff but do not replace employees in carrying out duties requiring professional qualifications, regulated activities, or contractual employment responsibilities.

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5. Principles of Volunteer Involvement

Volunteer involvement will be guided by the following principles:

Respect

Volunteers will be treated as valued members of the organisation.

Inclusion

We welcome volunteers from diverse backgrounds and communities.

Safety

Safe recruitment and safeguarding procedures will be applied appropriately.

Accountability

Volunteers must work within agreed boundaries and responsibilities.

Person-Centred Practice

Volunteers will support service users in ways that respect their choices, rights, dignity, and independence.

Partnership

Volunteers, employees, managers, service users, and families will work collaboratively to improve outcomes.

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6. Volunteer Roles

Volunteers may be involved in activities such as:

Companionship Services

- Visiting individuals at home
- Befriending
- Conversation and emotional support
- Social engagement activities

Community Inclusion

- Accompanied walks
- Community outings
- Attendance at social groups
- Support with accessing local services

Telephone and Digital Support

- Wellbeing calls
- Telephone befriending
- Online social interaction
- Digital inclusion support

Organisational Support

- Administrative duties
- Community events
- Fundraising
- Awareness activities

Each volunteer role will have a written role description outlining responsibilities and limitations.

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7. Volunteer Recruitment and Selection

The organisation is committed to safe and fair recruitment practices.

The recruitment process may include:

- Expression of interest
- Application form
- Informal or formal interview
- Assessment of suitability
- Reference checks
- Identity verification
- DBS checks where appropriate
- Risk assessment of the role

Recruitment decisions will be based on:

- Suitability for the role
- Skills and experience
- Motivation
- Ability to uphold organisational values
- Commitment to safeguarding principles

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8. Equal Opportunities in Recruitment

Volunteering opportunities will be available without unlawful discrimination.

The organisation welcomes volunteers regardless of:

- Age
- Disability

- Gender
- Gender reassignment
- Race
- Ethnicity
- Religion or belief
- Sexual orientation
- Marital status
- Socio-economic background

Reasonable adjustments will be provided where practicable to enable participation.

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9. Safeguarding and DBS Checks

The organisation places safeguarding at the centre of all volunteer activities.

Where volunteer roles involve contact with older people, vulnerable adults, or people with disabilities, appropriate safeguarding measures will be implemented.

Depending on the nature of the role, this may include:

- DBS checks
- Reference checks
- Risk assessments
- Safeguarding training
- Ongoing monitoring

Volunteers must immediately report:

- Suspected abuse
- Neglect
- Exploitation
- Financial abuse
- Discrimination
- Unsafe practices

All safeguarding concerns must be handled in accordance with the Adult Safeguarding Policy.

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10. Volunteer Induction

All volunteers will complete an induction programme before commencing activities.

Induction may include:

Introduction to the Organisation

- Vision
- Mission
- Values
- Services provided

Policies and Procedures

- Safeguarding
- Confidentiality
- GDPR
- Health and Safety
- Incident Reporting
- Complaints
- Equality and Diversity

Role Specific Guidance

- Responsibilities
- Boundaries
- Expectations
- Reporting structures

Completion of induction training will be recorded.

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11. Training and Development

The organisation is committed to equipping volunteers with the skills needed to perform their roles safely and effectively.

Training may include:

- Adult Safeguarding
- Communication Skills
- Active Listening

- Emotional Intelligence
- Professional Boundaries
- Equality, Diversity and Inclusion
- Dignity and Respect
- Mental Capacity Awareness
- Dementia Awareness
- Health and Safety
- Lone Working Awareness (where applicable)

Additional training may be provided based on service needs.

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12. Volunteer Agreement

All volunteers will receive a Volunteer Agreement outlining:

- The purpose of the role
- Responsibilities
- Expected standards of behaviour
- Support arrangements
- Training obligations
- Confidentiality requirements
- Health and safety expectations

The Volunteer Agreement is not a contract of employment and does not create an employment relationship.

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13. Professional Boundaries

Maintaining professional boundaries is essential to protecting both volunteers and service users.

Volunteers must:

- Maintain professional relationships.
- Avoid dependency relationships.
- Respect privacy and confidentiality.
- Maintain appropriate communication.
- Follow organisational procedures.

Volunteers must not:

- Borrow money from service users.
- Lend money to service users.
- Handle service users' finances unless specifically authorised.
- Accept substantial gifts.
- Become involved in personal disputes.
- Share personal contact details without authorisation.
- Enter into personal or intimate relationships with service users.

Any concerns regarding boundaries must be reported immediately.

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14. Confidentiality and Data Protection

Volunteers must maintain the confidentiality of information obtained through their role.

Volunteers must:

- Protect personal information.
- Store information securely.
- Share information only on a need-to-know basis.
- Follow GDPR requirements.
- Immediately report data breaches.

Confidentiality obligations continue after volunteering ends.

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15. Health, Safety and Wellbeing

The organisation is committed to providing a safe volunteering environment.

Volunteers will:

- Receive health and safety information.
- Be informed of relevant risks.
- Receive support following incidents.
- Be encouraged to prioritise their wellbeing.

Volunteers must:

- Report hazards.
- Report accidents and incidents.
- Follow safe working procedures.

- Take reasonable care of their own safety and the safety of others.

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16. Supervision and Support

Volunteers will receive ongoing support appropriate to their role.

Support arrangements may include:

- One-to-one supervision
- Volunteer meetings
- Debrief sessions
- Wellbeing discussions
- Peer support opportunities
- Informal guidance

Supervision provides opportunities to:

- Review progress
- Address concerns
- Reflect on experiences
- Discuss wellbeing
- Identify training needs

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17. Communication

Volunteers should feel able to communicate openly with managers and coordinators.

The organisation will provide:

- Clear points of contact
- Access to support
- Opportunities for feedback
- Information about organisational developments

Volunteers are encouraged to raise concerns without fear of disadvantage.

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18. Volunteer Expenses

The organisation may reimburse reasonable and pre-approved expenses incurred while carrying out authorised volunteering activities.

Examples include:

- Public transport costs
- Mileage
- Parking
- Activity-related expenses

Claims should be submitted using the organisation's expenses procedure and supported by receipts where possible.

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19. Concerns, Grievances and Complaints

Volunteers have the right to raise concerns regarding:

- Their treatment
- Health and safety
- Discrimination
- Harassment
- Bullying
- Organisational practices

Concerns should normally be raised with the Volunteer Coordinator or Manager.

All concerns will be addressed fairly and promptly.

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20. Recognition and Appreciation

The organisation values the contribution of volunteers and will seek to recognise their efforts through:

- Thank-you events
- Certificates
- References
- Awards and recognition programmes
- Positive feedback
- Volunteer appreciation activities

Recognition contributes to volunteer satisfaction and retention.

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21. Ending a Volunteering Arrangement

A volunteering arrangement may end:

- At the volunteer's request
- By mutual agreement
- Due to changes in organisational needs
- Due to health or personal circumstances
- Following serious breaches of policy
- Following safeguarding concerns
- Where the role is no longer suitable

Where appropriate, exit discussions may be conducted to identify learning and improvement opportunities.

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22. Responsibilities

Directors and Trustees

Responsible for:

- Providing governance oversight.
- Ensuring adequate resources for volunteer management.
- Promoting an inclusive volunteering culture.

Managers and Volunteer Coordinators

Responsible for:

- Recruitment and induction.
- Training and supervision.
- Safeguarding compliance.
- Performance monitoring.
- Volunteer support and wellbeing.

Volunteers

Responsible for:

- Complying with policies and procedures.
- Working within agreed boundaries.
- Maintaining confidentiality.
- Reporting concerns promptly.
- Participating in training and supervision.

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23. Monitoring and Quality Assurance

The organisation will monitor:

- Volunteer recruitment and retention
- Training compliance
- Volunteer satisfaction
- Service user feedback
- Safeguarding incidents
- Complaints and compliments
- Volunteer wellbeing

Findings will be used to improve volunteering practices and service quality.

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24. Review of the Policy

This policy will be reviewed:

- Annually
- Following significant incidents
- Following legislative changes
- Following safeguarding reviews
- Following organisational restructuring

Related Policies

- Recruitment and Selection Policy
- Learning and Development Policy
- Supervision and Appraisal Policy
- Adult Safeguarding Policy
- Health and Safety Policy
- Equality, Diversity and Inclusion Policy
- Confidentiality Policy
- Complaints Policy
- Whistleblowing Policy
- Dignity and Respect Policy

Legislative and Regulatory Framework

- Care Act 2014
- Human Rights Act 1998
- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Data Protection Act 2018
- UK GDPR
- Protection of Freedoms Act 2012