

Policy G7

VOLUNTEER POLICY

This policy was formally approved by the Senior Leadership Team.

On: 23 September 2026

Signed:

Position: CEO

Review Date:

POLICY DOCUMENT – VERSION CONTROL SHEET	
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Purpose and aims

Evora Hospice is committed to involving volunteers in its activities and services and has developed this policy to provide clear guidance on their appropriate engagement. The hospice recognises the significant contribution volunteers make and aims to offer a range of meaningful and rewarding opportunities that enhance the quality of care and support provided to service users.

The organisation is committed to recruiting volunteers from all parts of the community and ensuring that individuals are matched to roles that suit their skills, interests and comfort levels. Volunteers should feel supported and confident in the duties they agree to undertake.

The policy also acknowledges the vital contribution of volunteers in fundraising. It outlines the guidance, training and support that should be available to those fundraising on behalf of Evora Hospice.

Scope of the policy

This policy sets out how Evora Hospice intends to manage the recruitment and retention of volunteers and relates to potential applicants and volunteers of Evora Hospice. This policy does not relate to corporate volunteers, supporter groups or other groups. This policy uses the following definition of volunteering: -

“Volunteering is the commitment of time and energy for the benefit of society and the community, the environment, or individuals outside one’s immediate family. It is undertaken freely and by choice without concern for financial gain.

This policy applies to all individuals who volunteer directly with Evora Hospice, including volunteers who support care services, administration, reception, events, fundraising activity, money counting, community activity and other Hospice approved roles.

Policy statement

Evora Hospice is committed to providing effective volunteer support as an essential part of its services and development. The hospice recognises that volunteers play an important role in complementing the work of paid staff and providing valuable support to patients and their families. Volunteer involvement also helps strengthen connections with the local community, promoting awareness of Evora Hospice and encouraging community participation and engagement.

To ensure volunteers can carry out their roles effectively, Evora Hospice provides appropriate information, training, support and supervision. Volunteers involved in fundraising will also receive guidance on safe and legal fundraising practices, donation handling, expected standards of behaviour, the use of fundraising materials, and access to ongoing support.

Responsibilities

The Chief Executive has overall responsibility for ensuring the policy's aims are achieved, while the Corporate Services Director oversees its day-to-day implementation.

All staff are responsible for following the policy and procedures relating to the recruitment and retention of volunteers. The Voluntary Services Manager supports volunteer recruitment, induction, record keeping, guidance and ongoing support. Departmental managers are responsible for the day-to-day supervision and management of volunteers within their teams.

Fundraising managers and relevant staff must ensure that fundraising volunteers receive appropriate role-specific guidance, including information on safe and lawful fundraising, donation handling, fundraising materials and expected standards of conduct.

All staff who work with volunteers are expected to apply the policy fairly, consistently and in line with Evora Hospice values. Volunteers are responsible for carrying out their roles appropriately, following Hospice guidance, completing required training and raising any concerns promptly.

Expectations

Volunteers can expect: -

- To receive a suitable induction outlining the scope of the role, supervision and guidance on how the role should be carried out.
- Training to help them fulfil their role.
- A trial period to see if the role is suitable and to resolve any problems that may arise.
- Support and supervision from their department manager.
- Choice and flexibility - a volunteer can approach the Voluntary Services Manager to discuss problems, opt out of or change tasks if he/she is unhappy in the voluntary role.

In return, Evora Hospice expects volunteers: -

- To do their volunteering reliably and to arrive at their role on time.
- To adhere to our code of conduct.
- To provide adequate notice when leaving their voluntary role.
- To contact the department if unable to attend.
- To always act on and within the advice of their manager.
- To respect confidentiality.
- To complete all required training in a timely manner.
- Not to disclose any information or matter to which they had access during their time as a volunteer – both during and after their time as a volunteer.
- To act in a way that protects the reputation and values of Evora Hospice.

In addition to the general expectations set out in this policy, fundraising volunteers are expected to:

- Act honestly, responsibly and respectfully always.
- Make it clear whether they are fundraising on behalf of Evora Hospice
- Follow all Hospice guidance on the handling, recording and processing of donations.
- Protect donor information and comply with data protection requirements.
- Avoid putting pressure on anyone to donate.
- Use Hospice approved fundraising materials where required.
- Seek advice before carrying out any activity that may involve risk, public collections, raffles, lotteries, events, children, vulnerable adults, food, alcohol, third party suppliers or use of the Hospice name or brand.
- Report any concerns, complaints, accidents, incidents or safeguarding issues promptly.

Volunteer roles

Volunteers can work individually or as a group to assist with projects. Roles for volunteers are currently available in the following areas:

- In-patient unit Wellbeing centres – Newry/Dungannon, drivers (care services/post), fundraising activities/events, medical records, garden, reception, counselling, complementary therapy, money counters and bereavement support programmes

Recruitment Process

We will raise awareness within the community of the wide-ranging opportunities available to volunteers to help with Evora Hospice services by:

- Using a variety of media opportunities.
- Speaking to appropriate groups.
- Presenting a “professional” voluntary service.
- Responding to enquiries promptly.
- Using our staff to promote volunteering.
- Requesting our volunteers to promote volunteering.

Stage 1 – Response to enquiries

Individuals who express an interest in volunteering with Evora Hospice will normally be contacted within five working days and provided with information about available volunteer opportunities. Those wishing to proceed will be directed to the online application process or sent an application pack. Recruitment and selection will then be carried out in line with the Hospice’s standard recruitment procedures, including a structured interview process.

Stage 2 – Processing applications

All volunteers are required to provide details of two referees on their application form. The referees will be contacted and asked to complete a reference request form and return this to the Voluntary Services Department. A character reference must not be completed by a family member. Two satisfactory references must have been received before a volunteer can commence volunteering.

Upon receipt of the satisfactory references, Voluntary Services will set up an interview. The purpose of the interview is to highlight what voluntary roles are currently available and to explore the potential volunteer’s interests and the type of volunteering they would like to do, their availability, their reasons for volunteering, skills/experience/knowledge and to tell them about the work of Evora Hospice.

In accordance with the GDPR, all applications will be treated in strict confidence and circulated only to those individuals involved in the recruitment/supervision process. If the applicant is not considered suitable for voluntary work at this time, the Voluntary Services Manager will contact the applicant outlining the reasons and/or suggesting alternative options to them.

Periodically, one-day fundraising events requires the completion of a separate event application form.

Stage 3 - Process following successful interview

Enhanced Access NI checks must be carried out for volunteers in direct patient contact roles and these volunteers will be required to complete the appropriate Access NI Disclosure application form.

Under the Rehabilitation of Offenders Act (1974) Exemption Order, prospective volunteers are required to declare all previous or current criminal convictions. This information will be confidential and will not necessarily prejudice the candidate being accepted for voluntary work.

All relevant information will be shared on a 'need to know' basis, in line with GDPR and Human Rights legislation.

Where a role requires a professional qualification, certification, insurance, etc., volunteers are required to provide original certificates in advance of commencing volunteering.

Volunteers, for whom driving is part of their role, will be required to provide copies of their driving licence (both parts) and car insurance documents (and MOT certificate where appropriate). Volunteers are also asked to check with their insurance company confirming they are appropriately insured. A separate driving policy will be issued to all volunteer drivers before commencing their role.

Where a volunteer role involves transporting patients/clients between their home and Hospice, a mileage allowance will be paid in line with HMRC rates. Mileage rates will also be paid to volunteers providing counselling or therapeutic treatments for clients. No other mileage is reimbursed.

Placement and induction of volunteers

Once appointed volunteers are required to attend an induction & training programme facilitated by the Voluntary Services Department.

When appointed, the volunteer has a trial period of three months during which time the suitability of the placement can be ascertained. The manager/supervisor has the authority to remove a volunteer from a work area at any time and to end the placement in consultation with the Voluntary Services Manager. Placement in a role may also be ended at the request of an individual volunteer.

Management

Day-to-day supervision of volunteers is the responsibility of the departmental manager. The Voluntary Services Manager will meet with managers on a regular basis to:

- Identify additional training needs.
- Review existing deployment of volunteers and identify current and future needs.
- Review annual support/supervision sessions.
- Discuss the placement of new volunteers and of volunteers with special skills.
- To establish the reason for a volunteer leaving.

Conduct

Evora Hospice will terminate a volunteer's position with immediate effect in the following circumstances:

- Breach of confidentiality
- Gross misconduct

In addition, where there are breaches of other rules and regulations, and after sufficient warnings have been given, Evora Hospice has the right to end the voluntary role. The decision to end a voluntary role will be taken by the departmental manager in liaison with the Voluntary Services Manager and HR (where necessary).

Concerns

If a concern arises, an attempt to resolve it should be made informally through the department manager. If the problem cannot be resolved in this way, an approach should be made to the Voluntary Services Manager who will convene a meeting with the department manager.

If the problem remains unresolved, the Voluntary Services Manager will seek support from HR who will convene a meeting to seek to resolve the problem. The meeting should agree the appropriate course of action, and this should be monitored and reviewed with the volunteer and other relevant people. Records of any meetings should be retained. The volunteer has the right to withdraw from their role if they feel that this is necessary.

Evora Hospice wish to ensure volunteers understand that they have the right to complain should unacceptable behaviour occur in their volunteer role and undertakes to investigate complaints thoroughly.

Retention of volunteers

Evora Hospice recognises the importance of having a stable and experienced team of volunteers. The retention of volunteers will be achieved by providing:

- A clearly defined role/activity.
- Support, encouragement and motivation.
- Opportunities to develop skills.
- Appropriate training.

Volunteers have direct access to support and guidance from the Voluntary Services Manager who will also ensure appropriate training is undertaken in the required timeframes.

It may be possible to look at alternatives if a particular role does not work out, or a change is sought. Alternatives to terminating a volunteer's role could be reassigning to a different area or offering a break from volunteering. In the event of a problem, Evora Hospice will endeavour to resolve the matter in an informal and timely manner.

Record keeping

Voluntary Services will maintain records for each volunteer containing all relevant information relating to the volunteer's appointment and time spent with Evora Hospice.

Individual departmental managers will be given contact details for their volunteers. Record keeping is an essential component of communication between Hospice staff and volunteers.

GDPR

Evora Hospice collects, stores and processes volunteer information to manage volunteering activities effectively, lawfully and appropriately. Information is obtained from volunteers and, where necessary, from internal sources such as managers or external sources such as referees.

The Hospice may also hold relevant health information to support health and safety responsibilities and to ensure volunteers can carry out their roles safely. Volunteer information is handled in accordance with data protection requirements and is retained for up to three years after a volunteer leaves the organisation, after which it is removed from Hospice systems.

Further details are available in the Evora Hospice Privacy Statement on our website
www.evorahospice.org

Communication

This policy will be issued to all those involved in line managing volunteers.