



POLICY AND PROCEDURE ON THE EMPLOYMENT OF VOLUNTEER WORKERS

POLICY STATEMENT

DRH welcome the support of volunteer workers and actively encourage their presence in our Homes. However, it is recognised that personal harm to service users, visitors or staff may occur if volunteers are not thoroughly screened prior to their commencing voluntary work, given adequate health and safety guidance and training appropriate to the tasks that they will be asked to fulfil. Managers are also aware that a volunteer may breach confidentiality or may give inappropriate advice to a resident if they are not thoroughly briefed on the limitations of their activities.

Aim of the Policy

The policy is intended to set out the values, principles and procedures underpinning DRH's approach to working with volunteers and to ensure fairness and consistency in dealing with a diverse range of people.

PROCEDURE

1. Prospective volunteers will be sent/given an application form to become a voluntary worker.
2. References will be taken up in the same way as for paid staff.
3. Police checks and Health checks will also be organised.
4. A short informal interview/meeting will take place to introduce the prospective volunteer and to agree suitability.
5. Confirmation of the agreement will be sent to the volunteer. This will include:
 - The duties which the volunteer has agreed to cover
 - The name of her manager and supervisor
 - The limitations of her work, e.g. must always work under supervision, etc.
 - Details of the importance of confidentiality.
 - All volunteers must be encouraged to check with their supervisor before taking on work that they are not confident about.

TRAINING

Induction training should be organised for every new volunteer. This induction should cover areas of health and safety, fire safety, infection control. Confidentiality may be a new concept to many volunteers and a careful explanation must be given to them of why confidentiality is so important.

A risk assessment should be carried out to consider the tasks that the volunteer is expected to cover and the environment in which the volunteer will be working. This

will dictate the appropriate training to be offered that is compulsory for paid staff. e.g. if the volunteer is not involved in food handling there will be no need to take a basic food hygiene course. The same applies to CPR training, but it may be advisable to take the short course on Personal Safety and Awareness.

Legal Status of Volunteers

Any compliance requirement relating to paid staff will also apply to volunteers carrying out the same tasks. Particularly relevant are:

The Employment Rights Act 1996,
The Trade Union Reform and Employment Rights Act 1993
Data Protection Act 1998