

Working with Volunteers

Statement of Policy

The Fremantle Trust welcomes the contribution of volunteers to services and promotes their involvement.

Volunteers complement the work of paid staff and do not substitute for paid staff.

This policy has been draw up to ensure that the quality of life is enhanced for all members of Fremantle communities through the work of volunteers and volunteers gain real satisfaction from their contribution.

Scope

This policy and the associated procedures apply to all volunteers in Fremantle services and to the managers of those services. Fremantle trustees are volunteers but their role is not part of the scope of this policy.

This policy aims to balance what all parties need to make a successful partnership:

- to enhance the quality of life of service users by providing additional stimulation and interesting activities;
- to increase service user contact and involvement within the local community and develop service users' access to a wider social network;
- to increase awareness, contact and profile of the service within the local community

Principles

- Volunteers will be given a written job description
- Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform these with confidence
- Volunteers will be offered access to Fremantle training as required
- Volunteers are fully protected by Fremantle insurance cover whilst engaged in work with Fremantle and should comply with any insurance requirements
- Each volunteer will have a named contact within Fremantle
- Volunteers must have a satisfactory CRB check
- Volunteers must provide two references
- Fremantle will reimburse volunteers for out of pocket expenses – including mileage if appropriate
- Fremantle's Equal Opportunities Policy must be observed at all times

Effective date	
Review date	
Version reference	
Compiled by	
Links : see also	Volunteer job description The Volunteer Agreement

Working with Volunteers

Statement of Procedure		
	Key Actions	Responsibility
Interview and selection of volunteers	<ul style="list-style-type: none"> • Volunteers offering their services to Fremantle should have their offers dealt with promptly. • Fremantle's Equal Opportunities statement must be observed at all times. • A standard Fremantle application form should be used and interviews held. • Volunteers must provide two referees and the manager must arrange for a CRB check before the volunteer can be engaged. • Volunteer opportunities should be advertised widely, in ways that are accessible to all sections of the community 	Service manager Service manager Volunteer/ manager Volunteer/ manager Service manager
Work done by volunteers Work procedure – The role of Volunteers Work procedure – The Volunteer Agreement	<ul style="list-style-type: none"> • Managers should identify ways in which quality of life in each home can be extended by the involvement of volunteers • Fremantle community members must be consulted in this process. • The tasks to be performed by volunteers should be clearly defined, so that all concerned with their activities are sure of their respective responsibilities. • Each volunteer will have a named member of staff as their continuing contact • A volunteer agreement will be provided for each volunteer 	Service manager Service manager Service manager Service manager Service manager
Support for volunteers	<ul style="list-style-type: none"> • There will be an induction period, ending with a review session. • Volunteers should be offered access to training provided by Fremantle, to enable them to develop or to contribute to their safety • Volunteers must be made aware of Fremantle's grievance and complaints procedures and of who to contact if they need to discuss any aspect of their work. • All volunteers will be fully protected by 	Service manager Service manager Service manager

	<p>Fremantle's insurance cover whilst engaged in work with Fremantle</p> <ul style="list-style-type: none">• Volunteers are entitled to reimbursement of expenses. Volunteers must comply with Fremantle's motor insurance procedures to receive mileage expenses.	
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Working with Volunteers

Work Procedure

The Volunteer Agreement

Each volunteer will have a named member of staff as their continuing contact within the service, available to them to discuss their role and provide support at agreed intervals.

A formal statement of what Fremantle is offering and its expectations of volunteers, including the importance of maintaining confidentiality, will be agreed in writing. This will include:

- activity(ies) to be undertaken
- approximate hours and regular days
- confidentiality
- procedure if unable to visit
- support/training/learning opportunities
- complaints/grievance procedure
- understanding of the Fremantle procedure on safeguarding vulnerable adults and the obligation to report abuse.

Disagreements between the volunteer and the service or concerns about conduct will be resolved by the Service Manager. This could entail termination of the volunteer agreement. In these circumstances, a volunteer may appeal to the Operations Manager.

A standard form of volunteer agreement is available on the Home shared drive

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Work Procedure

The role of volunteers

Suggestions for the activities that volunteers may become involved with

Services for older people

- befriending residents or daycare members
- running a shop
- holding fund raising events
- organising events (bingo/coffee mornings)
- assist with outings/holidays
- taking residents or daycare members out
- flower arranging
- assisting with decorating
- hobby/craft sessions
- assist with letter writing/reading
- pet therapy
- holding church services
- assisting with gardening
- organising more social events

Services for people with a learning disability

- driving residents or daycare members to activities
- assisting on holidays/outings
- doing odd-jobs around the home
- drivers to take residents or daycare members to clubs/sports
- partnering to day/evening classes
- helping with fund raising activities
- care of dog whilst on holiday
- befriending residents or daycare members with no/little family
- taking residents or daycare members to cinema/theatre
- taking residents or daycare members to church
- taking residents or daycare members shopping
- organising craft/hobby workshops

The type of volunteer work available within Fremantle, and the type of person who would be most suited to doing it, are identified on the job description. If you have a particular skill that you feel would benefit Fremantle, and it is not listed in the job description please contact the Manager of the service for an informal chat. Fremantle welcomes ideas and suggestions which will enhance the life of our residents and daycare members.