



Hospitalfield Volunteer Policy

Updated: 11 October 2018 by Annie Crabtree, Volunteer Coordinator, and Lucy Byatt, Director.

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Introduction

Volunteers are vital to the work that we do at Hospitalfield, bringing skills, knowledge and enthusiasm and providing their time with the greatest generosity. We recognise the added value that volunteers bring to our organisation and those who visit us. Volunteer involvement in this organisation does not replace the role of paid staff and we recognise that volunteering, when properly structured can offer important opportunities and a strong sense of being part of a larger project. Further information about Hospitalfield and volunteering with us can be found in the Volunteer Handbook.

Hospitalfield aims to have a reciprocal and mutually beneficial relationship with our volunteers, their involvement informs and helps us to develop our aims, and participating in our work can enable individuals to learn skills through training and achieve personal development.

The involvement of volunteers will be guided by the following principles of good practice:

- an introduction to Hospitalfield and the staff team will be provided,
- the tasks to be performed by volunteers will be clearly defined, so that all everyone is sure of their respective roles and responsibilities;
- the organisation will comply with the General Data Protection Regulation (GDPR) in the use of data held on all volunteers;
- volunteering opportunities will complement rather than replace the work of paid staff;
- volunteers will be provided with regular opportunities to share ideas/concerns;
- volunteers and staff will work together to capture the outcomes for volunteers, for the organisation and for the community, resulting from volunteers' involvement;

The Purpose of this Policy

By adopting this policy Hospitalfield aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- recognise the respective roles, rights and responsibilities of volunteers;
- confirm Hospitalfield's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;

This policy provides an overview of the recruitment and selection of volunteers, support, training and supervision, travel expenses, food and refreshment, property and belongings, and problem solving and complaints. For further information on volunteering with Hospitalfield, please see the Volunteer Handbook.

Recruitment & Selection of Volunteers

Hospitalfield will adhere to its Equality Policy when recruiting and selecting volunteers, aiming to draw from both local communities and further afield in Scotland in order to develop a diverse cohort of individuals. Hospitalfield will on occasion target specific groups

for recruitment in order to meet objectives of projects, in accordance with partnerships, and / or to fulfil obligations to specific funding streams.

All potential volunteers will be asked to complete a volunteer application form, and when appropriate (such as with more formal placements or for specific roles) an informal interview will be arranged. All volunteers will undertake an induction with the Volunteer Coordinator, which will provide opportunity for both Hospitalfield and the potential volunteer to decide if this opportunity is suitable for them. Where individuals cannot be placed within Hospitalfield we will endeavour to refer them to another agency or service which can support them to find a volunteering opportunity.

Support, Training & Supervision

All volunteers are covered by Hospitalfield's Public Liability Insurance.

Following their induction, volunteers will be provided with ongoing support from the staff member responsible for their tasks and activity. The Volunteer Coordinator will maintain regular contact, either in person, by email or telephone, to provide information on opportunities, to identify areas for development or discuss any issues. Schedules for volunteer activity will be circulated in advance in order to provide ample opportunity for alteration and amendment. Regular volunteer times will be identified in advance.

Volunteers will be encouraged to access learning and development opportunities which are relevant to their volunteering role throughout their time with Hospitalfield. Training and inductions will be provided for volunteers for the tasks and activities assigned to them. Where appropriate, further training opportunities will be offered outside the organisation. For instance, Walk Leader training, First Aid or specialist equipment training. Development opportunities will be identified in conversation with each volunteer. This could include networking events, professional development or experience at other organisations. The Volunteer Coordinator will keep in touch with volunteers about their motivations for learning and development. Where appropriate, for example with student placements, a specific learning and development plan will be drawn up in collaboration with the volunteer at the start of their placement.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise the Volunteer Coordinator. If volunteers require a longer break from their volunteering, they should discuss this with the Volunteer Coordinator. Hospitalfield will endeavour to be as flexible as possible to accommodate the needs of volunteers.

We are happy to be nominated as referees if volunteers are applying for other volunteering, employment or further education, but volunteers should notify the staff member in advance.

Expenses, Food & Refreshments

Hospitalfield aims to ensure that all our volunteers are well cared for when on site and volunteering with us. Therefore, lunch will be provided for volunteers who spend over 4 hours with us. Refreshments, such as tea and coffee, is available in the refectory at all times, and

drinking water is available in the kitchen. Hospitalfield organises an annual Christmas Party and Dinner for volunteers to say thank you for their contribution.

Hospitalfield is able to offer out of pocket travel expenses for volunteers who are working on a specific project with us. For example, Collections Care Placements or as part of Meander. Travel that is associated specifically with volunteer activity, such as for training off site or attending networking events, will be reimbursed upon presentation of receipt or booked in advance by the Volunteer Coordinator. Hospitalfield are unable to offer reimbursement for commuting costs at this time.

Property & Belongings

Hospitalfield cannot be responsible for any personal belongings volunteers bring to the site. It is recommended volunteers do not bring any expensive or significant personal items or large amounts of cash with them. Belongings can be stored in the main office, which will be supervised by staff or locked when unattended.

Hospitalfield requires volunteers to be respectful of Hospitalfield property and the belongings of other volunteers, staff, visitors and artists.

Code of Conduct & Behaviour

Hospitalfield are proud to have a diverse range of people representing our organisation to visitors and the public. Hospitalfield volunteers are reminded that they are representing the organisation when volunteering with us. Volunteers will be provided with information about Hospitalfield and our activities to ensure they are adequately informed. Hospitalfield requires volunteers to be respectful and considerate of others when volunteering.

Problem Solving & Complaints

Hospitalfield welcomes feedback from volunteers and aims to resolve problems quickly and efficiently. In the initial instance, problems can be referred to the Volunteer Coordinator and General Manager who will manage the problem and consult other members of staff as necessary. If the problem is considered significant enough, volunteers can direct their complaints to the Director of Hospitalfield.

The following behaviour will not be tolerated and may result in the volunteer being asked to leave: theft or damage to property; threatening and aggressive behaviour towards others; disrespecting and / or tarnishing the reputation of Hospitalfield and its associated funders, stakeholders and partners.