



Cardiac *Rehab*

Basingstoke and Alton
Cardiac Rehabilitation Charity

VOLUNTEERS POLICY

Introduction

This policy sets out the broad principles for voluntary involvement in the Basingstoke & Alton Cardiac Rehabilitation Charity Ltd (Cardiac Rehab). It is of relevance to all within the organisation, including volunteers, staff and those elected or appointed to positions of responsibility.

This policy is endorsed by the Trustee Board and will be reviewed annually, to ensure that it remains appropriate to the needs of the Cardiac Rehab and its volunteers.

Commitment

Cardiac Rehab recognises the right that people have to participate in the life of their communities through volunteering. It also acknowledges that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit users of services, staff, local communities and the volunteers themselves. Cardiac Rehab values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering. Cardiac Rehab recognises its responsibility to arrange its volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

Definition

Volunteering is an important expression of citizenship as well as an important component of democracy. Volunteers are people who, unpaid and of their own free will, contribute their time, energy and skills to benefit the community.

Statement of values and principles

Volunteering is a legitimate and crucial activity that is supported and encouraged by Cardiac Rehab and is not intended to be a substitute for paid employment. The role of volunteers complements but does not replace the role of paid staff. Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers.

The volunteer role is a gift relationship, binding only in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give or be set a minimum amount of time to carry out the tasks involved in their voluntary activity. Likewise Cardiac Rehab cannot be compelled to provide either regular work or payment or other benefit for any activity undertaken by the volunteer. Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the organisation expects of volunteers and what volunteers expect of the organisation.

Volunteer Co-ordination

All volunteers will have a nominated member of staff or volunteer to offer guidance and advice to help the volunteer carry out tasks effectively. Volunteers will be informed of who to contact to receive support and supervision.

The nominated post holder with overall responsibility for the development of voluntary activities within the organisation is the Charity's General Manager. Day to day responsibility for Cardiac Rehab Centre volunteers is delegated to the Centre Manager and for the Cardiac Rehab Charity Shop to the Shop Manager. These Managers are responsible for the management and welfare of the organisation's volunteers.

Recruitment & Selection

The Cardiac Rehab is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, religion and political beliefs.

In most cases volunteers will need to be over 16 years of age to volunteer independently and under 18s will be asked for parental consent. There is no upper age limit for volunteers but there may be situations that require us to ask someone to stop volunteering for example when health issues may affect the ability to perform the role, there is a risk to the volunteer concerned or others around them.

The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks. Information about the volunteer not relevant to the performance of the volunteering tasks concerned will be disregarded by the organisation in terms of recruitment and selection.

Volunteering opportunities will be widely promoted in ways that makes them accessible to all members of the community. Volunteers who are considered unsuitable for a particular task will either be offered alternative voluntary involvement with the organisation or referred to the nearest Volunteer Centre.

Shop volunteers will be asked to produce two references and will be invited to attend an informal interview. Volunteers will have a clear and concise task description. The task description will be prepared in conjunction with the volunteer and the designated person referred to above.

New volunteers will be properly inducted into the organisation.

Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

Training & Development

All volunteers will be made aware of and have access to all the organisation's relevant policies, including those relating to volunteering, health & safety and equal opportunities. The development of training and support for volunteers is a high priority for the organisation in order to equip them with the necessary information and skills to carry out their tasks. It will be the responsibility of the designated person referred to above to see that this training is provided. It is the responsibility of the volunteer to attend relevant training.

Support, Supervision and Recognition

Volunteers will have a named person to whom they can take their volunteering concerns and seek guidance and support.

Volunteers will have access to regular support and supervision. This will enable both the volunteer and the supervisor to identify, monitor and evaluate the volunteer's involvement, recognise achievements and identify individual training needs.

Expenses

Cardiac Rehab does not pay expenses to volunteers for routine events such as travelling to work, car parking, refreshments while volunteering and other incidental expenses. Cardiac Rehab does not provide motor insurance for volunteers. Driving, if required in connection with charitable volunteering, is normally classified by insurers as "social, domestic and pleasure" which is part of standard car insurance cover.

Insurance

The organisation's liability insurance policies include the activities of volunteers and liability towards them.

The organisation does not insure the volunteer's personal possessions against loss or damage.

Confidentiality and Whistle Blowing

Cardiac Rehab will advise the volunteer on its confidentiality policy and procedures, where relevant.

Cardiac Rehab is accountable to the Charity Commission and to the users of our services and the public that support us. We have a responsibility to audit our activities to maintain our reputation as a Charity that manages all its affairs, events, shop and donations honestly and efficiently. If you find that any member of staff or volunteer is behaving in a manner that is likely to bring the charity into disrepute or cause financial loss you should inform your supervisor.

Smoking and Substance abuse

All Cardiac Rehab premises and their immediate environs are no smoking. Volunteering whilst under the influence of alcohol or drugs will not be accepted.

Settling Differences

Cardiac Rehab aims to treat all volunteers fairly, objectively and consistently. The organisation seeks to ensure that volunteers' views are heard, noted and acted upon promptly and aim for a positive and amicable solution.

The Managers referred to above are responsible for handling problems regarding volunteer complaints or conduct and these should be referred to them. In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by the organisation to the volunteer while it endeavours to resolve the problem in an informal manner. If an informal resolution proves impossible, the organisations wider disciplinary and grievance policies and procedures will be referred to.

Responsibility for this policy: Charity General Manager

Date last updated: November 2015

Next review: November 2016