

## **Volunteer Policy**

**The role of a volunteer may include one or more of the following roles:**

- General office administration
- Data entry on to the database
- Research Projects (subject to CV)
- Enter and View member (subject to training and DBS check)
- Outreach at for example Croydon University Hospital, Whitgift shopping centre, community festivals and shows. Meeting people and finding their view on a health or social care service
- Authorised Healthwatch Representative (subject to CV) to represent the patient voice at strategic level with Commissioners and Providers.
- Representative on the Advisory Forum (application on CV) to support HWC on grass-root issues and be the 'eyes and ears of Croydon.'
- Patient Experience Panel Member

See the HWC website for more detail.

### **Healthwatch Croydon (HWC):**

- Recognises the individual skills each person brings to the organisation.
- Supports volunteers to feel valued in their role through an induction, and a named staff contact.
- Encourages volunteers to develop and build on existing skills and knowledge.

Volunteers will *not* replace staff.

### **Recruitment**

HWC seeks to recruit volunteers from a diverse range of backgrounds that reflect the makeup of the local community.

### **Potential volunteers:**

- Will be invited for an informal chat before joining the Healthwatch team.
- May be asked for two references.
- May be required to have a Disclosure and Baring Service (DBS) check (particularly if the role involves personal interaction with children, or the vulnerable). A DBS check is a police check to see if you have committed an offence that would restrict you from working with children and vulnerable adults. However, if you have a criminal record this does not necessarily stop you from volunteering.

## **Induction and training will ensure:**

- Volunteers are aware of health and safety, data protection, confidentiality, and equality and diversity policy and procedure.
- Each volunteer is trained by a staff member to support them in their role. Training needs can be considered.

Each volunteer will undergo a trial period of three months to ensure both Healthwatch and the volunteer is happy with the role.

## **Conduct**

Volunteers will at all times:

- Commit reliably to the best of their ability, and to give as much warning as possible whenever they cannot commit when expected.
- Observe and uphold HWC's policy and procedures, including Health and Safety, Confidentiality, Equality and Diversity.

## **Gross Misconduct**

The volunteering role will be discontinued *immediately*, in the event of:

- Harassment - aggressive actions or tone, in person or remotely (through email, telephone or other), towards any individual or staff member.
- Misrepresentation - using the role to inappropriately convey views, or disseminate information, that is not endorsed by Healthwatch Croydon, or not within the remit of the role.

## **Expenses:**

- All volunteers will have their reasonable out of pocket travel expenses reimbursed on submission of a receipt / oyster top-up receipt / statement along with a completed volunteer expenses form. On occasions we may ask volunteers to attend training or meetings outside of Croydon. We anticipate this cost being no more than the cost of a daily travel card (zones 1-6).
- All volunteers require a receipt to claim reimbursement.
- Volunteers supporting a minimum of four hours per day over the lunch period will be able to claim reasonable out of pocket expenses for their lunch for the exact amount, on submission of a receipt and completed volunteer expenses, no more than £5.00.
- Special travel - there are options for private transport or taxi travel on the grounds of health and disability. Prior agreement from the CEO is required.
- If you are unable to pay for your travel or lunch in advance please let us know and we try to make alternative arrangements

**For Information on the following see the Representative Procedures:**

- **Insurance** - Westfield policy displayed in the HWC office.
- **Health and Safety** - see Health and Safety Executive notice displayed in the HWC office.
- **Equality and Diversity** - see policy on the HWC website.
- **Confidentiality, data protection and safeguarding** - see policy on the HWC website.
- **Office and environment** - see the Carers Support Centre Handbook

For more information on anything mentioned in the Volunteer policy, please contact Yinka Aloowoja on 020 86635648.

**Address: HWC, 24 George Street, Croydon, CR0 1PD**

Please e-mail [info@healthwatchcroydon.co.uk](mailto:info@healthwatchcroydon.co.uk) for further information.

[www.healthwatchcroydon.co.uk](http://www.healthwatchcroydon.co.uk)

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