 **Promise Care Services Ltd**

**RECRUITMENT OF VOLUNTEERS/APPRENTICES**

Scope

* **Policy Statement**
* **The Policy**
* Recruitment
* Volunteering Agreement
* Health and Safety
* Recompense
* Policies and Procedures
* Insurance
* Confidentiality
* Supervision
* Dealing with Problems
* Volunteer Drivers
* Volunteer Directors
* Volunteers’ Pack
* Recruitment of Apprentices
* Recruitment Complaints
* **Related Policies**
* **Related Guidance**
* **Training Statement**
* Volunteer Agreement

Policy Statement

A volunteer is a person who gives freely of their time, skills and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require particular skills, whereas others require none. Volunteering may be for a limited time to complete a particular project, or it may be on an ongoing basis.

This organisation recognises the immense benefits that volunteers bring to the organisation, in addition to the bridges that they build between the organisation and the local community. In return, the organisation hopes to allow its volunteers to exercise their skills in a chosen environment and to undertake new experiences, including appropriate training, where required.

This organisation tries to offer a range of volunteering opportunities and, following its equal opportunities and diversity policies, ensures that the opportunity to volunteer is widely available.

A volunteer is not an employee and will not have a contract of employment with this organisation. The organisation will agree upon a role with the volunteer, with the expectation that the volunteer will meet the role's requirements and that the organisation will provide tasks for the volunteer. However, the volunteer is free to refuse to fulfil the role, just as the organisation is not bound to provide the tasks. It is also expected that both this organisation and the volunteer will give as much notice as possible if unable to meet these expectations.

Vaccinations

The importance of vaccination remains clear and receiving a full course of vaccination, in particular a booster dose, is crucial in ensuring the levels of protection that individuals receive against COVID-19. This is particularly the case for those working in health and social care who have a duty to protect those they care for against COVID-19.

We inform and encourage volunteers to receive their COVID-19 and influenza vaccinations but do not discriminate against those who choose not to or who are medically exempt.

The Policy

Roles suitable for volunteers are identified by the relevant manager, who will draw up a volunteer outline. This will set out the requirements of the role and the skills or experience needed, as well as induction and any training that is required before the volunteering can be undertaken. Volunteers will not be used as substitutes for employees.

Recruitment

A person wishing to become a volunteer will be asked to complete an application form. The selection and recruitment requirements for employed staff (see Recruitment and Selection Policy) will be followed for volunteers to ensure that our service users are safeguarded. References will be required and, depending on the nature of the role, the prospective volunteer may be required to undergo a Disclosure and Barring Service (DBS) check and a health assessment, as required by the Care Quality Commission (CQC) processes. Equality and diversity will be adhered to in all recruitment and selection.

All information will be obtained and stored in accordance with the UK General Data Protection Regulation 2018.

Volunteering Agreement

The volunteer will be invited to enter into a volunteering agreement with this organisation. This agreement will identify:

* The volunteer's role.
* The training that the volunteer is expected to undertake.
* The expenses that the organisation will pay to the volunteer.
* e insurance cover will be provided for the volunteer.
* Who will supervise the volunteer?
* The notice that will be given to a volunteer if their role is to come to an end.

Health and Safety

This organisation has a responsibility for the health and safety of volunteers. Volunteers should, at all times, follow health and safety policies and procedures.

Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside of their authorised area or tasks. Volunteers should report all accidents to their supervisors.

Recompense

Volunteers are, by definition, unpaid; however, the organisation will reimburse volunteers for additional travel and subsistence expenses.

Policies and Procedures

Volunteers are expected to comply with the organisation’s policies while they are on its premises or undertaking any of their volunteering duties. These policies and procedures will be explained in their induction.

Insurance

This organisation will ensure that volunteers are covered for insurance purposes concerning personal injury. The organisation will also ensure that volunteers are provided with professional and public liability insurance. The insurance will not cover unauthorised actions or actions outside of the volunteering agreement.

Confidentiality

Volunteers are likely to become aware of confidential information. Volunteers should not disclose this information or use it for their own or another's benefit, without the consent of the party concerned. This organisation’s Confidentiality Policy and Data Protection Legislative Framework (UK GDPR) Policy must be adhered to.

Supervision

A supervisor will be appointed to support and manage the volunteer. The supervisor will review the arrangements after three months, and thereafter regularly. If the volunteer has any queries or would like to change their role, this should be discussed with the supervisor.

Dealing with Problems

The supervisor will normally try to solve any problems informally, but if this is not possible then the volunteer can make a formal complaint, wherein the formal disciplinary and grievance policy and procedure will come into operation.

If a complaint is made about the volunteer then this will be notified to them in writing and the supervisor will decide if any action should be taken.

Volunteer drivers

Any volunteers who will be transporting equipment or people using a vehicle provided by this organisation must have a current DBS check and a valid, clean driving license. They will be covered by the organisation’s insurance policy. Where the volunteer will be using their own vehicle, they must provide a copy of the vehicle's insurance policy and, if appropriate, the MOT certificate.

The volunteer must report any accidents to the organisation. They must also report any motoring offences or police cautions to this organisation; the organisation will not pay any parking fines accumulated by the volunteer.

Volunteer Directors

Recruitment of Volunteer Directors will be carried out in accordance with our standard recruitment process, schedule 4 requirements Good Character and Unfit Person Test.

Volunteers’ Pack

On commencement of voluntary work, the volunteer will be given a pack containing:

* General information about the organisation.
* A copy of this volunteering policy.
* A standard volunteering agreement.
* Details of where to access the organisation’s policies and procedures.

Apprenticeships

This policy covers:

New employees recruited as apprentices - Existing employees employed on permanent contracts undertaking apprenticeship training. (In both cases, the employment of the apprentice will comply with the government’s rules on apprentices, as detailed below.

We will seek to permanently employ an apprentice at the end of their completed training programme. However, we cannot guarantee permanent employment.

The main government rules concerning apprenticeships are:

* The apprentice must be employed in a real job.
* They may be an existing employee or a recruit.
* The apprentice must work towards achieving an approved apprenticeship standard.
* The apprenticeship training must last at least 12 months and one day.
* The apprentice must spend at least 20 per cent of their time on approved off-the-job training.

We offer apprenticeship training through in-house and external training providers. We are fully responsible for the overall apprenticeship.

An apprenticeship is an agreement between three parties:

* The apprentice
* The training provider or in-house satellite centres
* The employee's manager

They all work towards the successful completion of the apprenticeship.

An apprenticeship scheme must comply with the apprenticeship standards. The standards have been developed by employers to meet the needs of different industry sectors and the broader economy. They set out the core skills, knowledge and behaviours an apprentice will need to be fully competent in a specific role. They ensure that all apprenticeship programmes are delivered and measured consistently.

Recruitment of apprentices will follow the processes set out in this policy.

Apprentices will be subject to the relevant pre-employment check required under Schedule 3 of the Health and Social Care Act 2008.

We will employ apprentices in a role that allows them to develop the knowledge, skills and behaviours outlined in the apprenticeship standard.

An apprenticeship lasts for a minimum of 366 days.

Apprentices should work 30 hours a week or more. This includes the off-the-job training they undertake.

If the apprentice works fewer than 30 hours a week, the employer must extend the minimum duration of the apprenticeship (pro-rata) to take this into account. This extension will also apply to any temporary period of part-time work. The apprentice must agree on this with their manager and the training provider.

Where part-time work is agreed upon, the training provider will:

* Record the agreed average number of hours each week.
* Evidence of why this working pattern is needed.
* Extend the minimum duration using the formula (12 x 30 average weekly hours = new minimum duration in months).

All apprentices must spend at least 20 per cent of their time in off-the-job training or learning outside the typical day-to-day working environment. The learning must support the achievement of the apprenticeship. The training can be delivered at their regular place of work but must not be part of their everyday working duties.

We need to ensure the appropriate return on investment. Managers must commit to supporting an apprentice.

Recruitment Complaints

The recruitment and selection process has methods that are fair, transparent and free from discrimination. However hard we try to respond to the wishes and aspirations of the healthcare professionals accessing our recruitment services, we do recognise that, on occasion, our service may fall short of expectations. If you believe this has happened to you, you can use this complaints procedure, which tells you how to make a complaint and how it will be handled.

Your complaint, and all accompanying statements and records, will be kept confidential as far as possible in facilitating a fair and thorough investigation. Whilst your privacy and confidentiality will be respected, this needs to be balanced with:

* The need for an open and fair investigation.
* Appropriate remedial action to be taken.
* The outcome of the investigation to be reported appropriately.
* Action to be taken to improve our processes and quality of service.

Your complaint may therefore need to be shared with others who have been involved with the recruitment process and are responsible for their design and delivery.

**PLEASE REFER TO THE SEPARATE RECRUITMENT COMPLAINTS POLICY.**

Related Policies

Adult Safeguarding

Confidentiality

Data Protection Legislative Framework (UK GDPR)

Disclosure and Barring Service (DBS) and (DBS) Referral

Equal Opportunities

Recruitment and Selection

Recruitment Complaints

Fit and Proper Persons (Directors)

Related Guidance

Safer recruitment and Selection of Volunteers:

[http://www.vces.org.uk/wp-content/uploads/2014/07/Essential-Guide-to-Safer-Recruitment-Selection-of-Volunteers.pdf](about:blank)

Skills for Care: Volunteering and social care

[www.skillsforcare.org.uk](about:blank)

Volunteering Matters:

[https://volunteeringmatters.org.uk/report/3172/](about:blank)

Training Statement

All staff, during induction, are made aware of the organisation’s policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one-to-one, online, workbook, group meetings, and individual supervision. External courses are sourced as required.

Date Reviewed: May 2023

Person responsible for updating this policy: **IFEYINWA ODOEMENAM**

Next Review Date: May 2024

Appendix 1. Volunteer Agreement

Name: [INSERT VOLUNTEER NAME]

This organisation encourages and welcomes volunteers. This agreement sets out the relationship between a volunteer and this organisation.

This agreement is binding in honour only; it is not intended by the parties to be a legally binding agreement, nor is it intended to create an employment relationship between us.

Referees and Checks

We require you to provide two referees**.** We may also require you to be checked by the Disclosure and Barring Service (DBS) to comply with our statutory requirements with the Care Quality Commission (CQC).

Your Role as a Volunteer

The tasks that you will be asked to undertake as a volunteer are: **[INSERT HERE THE TASK(S) TO BE UNDERTAKEN]**

What You Can Expect from Us

This organisation will provide you with:

* An introduction to this organisation and your volunteering role within it, as well as Induction and training related to your responsibilities as a volunteer.
* A supervisor who will oversee your volunteering, and with whom you can discuss your tasks.
* A review of your volunteering role after three months, typically conducted by your supervisor;
* Personal liability insurance to cover you during the fulfilment of authorised volunteer tasks.

Reimbursement of your expenses. The organisation does not want you to be disadvantaged financially as a result of volunteering. It will therefore reimburse you for any additional expenses or any additional travel costs outside those normally incurred, to be agreed upon in advance with your supervisor. All expenses must be submitted, with receipts where possible, to your supervisor.

What We Expect from You

We have agreed that you will be available to work at any location. If for any reason, you will not be attending we would be grateful if you could let us know as soon as possible so that a substitute can be found or different arrangements can be made. If we have no tasks for you then we will let you know as soon as possible.

Confidentiality

In the course of your volunteering, you will come across confidential information. You must respect this confidentiality and not use the information to benefit yourself, or disclose the information to others, except where there is a danger of harm or potential harm to Service users, colleagues or self.

Policies

You will follow Health and Safety, Diversity, and Equal Opportunities Policies, Safeguarding and the Code of Conduct for workers in the health and social care sector. These can be found in our policy and procedures folder in the office. Accessible information and Communication

Autonomy and Independence

Care and Support Planning

Dignity and Respect

Meeting Needs

Mental Capacity Act 2005

Service user’s Contract

Ideas and Problems

You may have ideas for the better performance of your tasks or of ways in which we can meet our objectives as an organisation. Please discuss these with your supervisor.

You may run into problems when performing your tasks. You should discuss any problems with your supervisor.

Your supervisor will discuss with you any issues that they may have with your tasks.

If you would like to change the arrangements for your volunteering or to move to a different kind of volunteering, these issues should also be raised with your supervisor.

Termination

Either you or the organisation can terminate this agreement at any time, with or without prior notice.

Signed: : **IFEYINWA ODOEMENAM**

Signed by Supervisor:

Print Name: Date:

Print Name: Date: