



Sussex Cancer Fund

VOLUNTEER POLICY

Policy no. 5

Approved by Chairman of SCF

Effective Date: 15th November 2022

Purpose of the Sussex Cancer Fund

We work together with the NHS to help make life better for cancer patients in Sussex - providing of equipment and services that make a tangible difference for patients who are often on a difficult and stressful journey. We also selectively fund and enable Sussex based cancer research programs that contribute to the understanding of cancers and improved outcomes for patients.

Introduction

Volunteering is the commitment of time and energy for the benefit of society and the community. It is undertaken freely and by choice without concern for financial gain.

The Sussex Cancer Fund (SCF) believes in the value of voluntary activity as an important contribution to society and specifically Cancer patients in Sussex. The SCF takes responsibility for ensuring that volunteers within our organisation are appropriately trained, involved, valued for their contribution and respected as colleagues.

In adopting this volunteer policy SCF wishes to:

- Formally appreciate and support the role of volunteers in its work
- Set out the principles governing the involvement of volunteers and provide a set of guidelines to ensure good practice in working with volunteers
- Encourage and enable the involvement of volunteers.



This volunteer policy and accompanying guidelines are intended for use by SCF volunteers.

Volunteer Policy Statement

Equal Opportunities

- As an employer and engager of volunteers SCF is fully committed to a policy of equal opportunities. This principle will apply to service delivery, recruitment, promotion, training, facilities, procedures and all terms and conditions.
- Volunteers will be expected to adhere to the **Equality Policy** (Policy no.7), a copy of which can be found on the SCF website. SCF will focus strongly on avoiding discrimination on the grounds of gender, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, or responsibility for dependents.

Recruitment & Selection

- Recruitment of volunteers will be from all sections of the community, and will be in line with the Equality Policy.
- An application form must be completed and 2 satisfactory references will normally be required.
- A positive standard DBS (Disclosure and Barring Service) check will be completed before any volunteer can be involved with the general public. This will be paid for by the SCF
- Volunteers will receive written confirmation of becoming an SCF volunteer, using the Volunteer Agreement in appendix 1
- There will be a trial period – usually of 3 months during which the volunteer assignment can be terminated immediately by either party.

Information & Training

- Volunteers will be given induction and training in the specific tasks to be undertaken
- Volunteers will receive a Volunteer Information Pack as part of their orientation

- Volunteers will be consulted on decisions which affect them.

Support & Supervision

- Volunteers will be assigned a named contact person for supervision and support.

Problem-Solving

- SCF recognises that problems do arise from time to time and we aim to identify and resolve these problems at the earliest possible stage. Volunteers who have a problem of any kind related to SCF volunteering should discuss it in the first instance with their named contact person. If the matter cannot be resolved, the volunteer can discuss the matter with a nominated trustee.

Confidentiality

- Respecting the privacy of patients, donors, Trustees/Directors, fund raisers, employees and volunteers is itself a basic value of SCF.
- Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Fund Manager. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of a confidential nature and that documents containing confidential information are not left in the open or inadvertently shared.
- Volunteers may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of SCF that such information must be kept confidential both during and after volunteer service without time limit.
- Volunteers are expected to return materials containing privileged or confidential information at the time of expiration of service. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate disciplinary action, which could include ending of voluntary service.

Expenses & Insurance

- SCF will ensure that there is a clear and accessible process to enable volunteers to claim out of pocket expenses. All claims will require receipts and mileage confirmation when appropriate.
- Volunteers will be covered by SCF arranged insurance while carrying out agreed duties.
- Some volunteering activities can be involve working from home – SCF will not pay for standard home costs such as internet, energy, hardware, software, etc

Health and Safety

- All volunteers are covered by the SCF Health & safety Policy (Policy no 15)
- All public events will have a risk assessment completed by a member of SCF staff and this will be shared with involved volunteers. See Policy on Event Risk Assessments (Policy no. 4) for more details.

Relations with Paid Staff

- Steps will be taken to ensure that staff are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.
- SCF recognises the need for training for all those working alongside and managing volunteers.

References

- On the basis of their voluntary work, volunteers will have the right to request a reference.

Monitoring & Evaluation

- SCF will systemically monitor, evaluate and continuously improve its management of volunteers

Expectations of Volunteers

- SCF expect volunteers to:
 - Participate in induction sessions
 - Comply with policies and procedures
 - To perform volunteering role to the best of their ability
 - Undertake voluntary work at agreed times
 - Inform relevant staff if unable to attend
 - Give a minimum of 2 weeks notice if unable to continue volunteering
 - Raise any issues of concern relating to their voluntary work with the contact person
 - Put forward ideas and give feedback on all aspects of the charity's work

Placement

- Once a suitable voluntary placement has been identified, details about the frequency and length of commitment and nature of the voluntary activity should be determined and an established trial period agreed.
- SCF reserves the right to ask volunteers to leave and will also give a minimum of 2 weeks notice unless there is a serious breach of SCF Policies, standards and / or ethics in which case the Volunteer Assignment will be ended immediately.

Appendix 1 – Volunteer Agreement

Volunteer Agreement

This Volunteer Agreement is a description of the arrangement between us, (*The Sussex Cancer Fund*), and you (*the volunteer*) in relation to your voluntary work. The intention of this agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

Part 1 Sussex Cancer Fund (SCF)

We, *Sussex Cancer Fund*, accept the voluntary service of (*name of volunteer*) beginning (*date*).

Your role as a volunteer is ad hoc help as deemed useful by the Sussex Cancer Fund Team. This work is designed to help the Sussex Cancer Fund raise funds and generate awareness of our work.

We commit to the contents of the SCF Volunteer Policy attached

Part 2 The volunteer

I, (*full name in capitals*), agree to be a volunteer with *Sussex Cancer Fund* and commit to the following:

To help Sussex Cancer Fund fulfil our purpose -

We work together with the NHS to help make life better for cancer patients in Sussex - providing of equipment and services that make a tangible difference for patients who are often on a difficult and stressful journey. We also selectively fund and enable Sussex based cancer research programs that contribute to the understanding of cancers and improved outcomes for patients.

1. To perform my volunteering role to the best of my ability
2. To fulfil the expectations of a volunteer as detailed in the Volunteer Policy (attached) and to commit to the policy in full.
3. To adhere to the organisation's rules, procedures and standards, including health and safety procedures, confidentiality and the equality policy in relation to its staff, volunteers and patients that we support



4. To maintain the confidentiality of SCF information and of the patients we support
5. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made.
6. To provide referees, as agreed, who may be contacted, and to agree to a DBS check being carried out

My agreed voluntary time commitment is

This agreement is binding in honour only, is not intended to be legally binding contract between us and may be cancelled in line with the Volunteer Policy at the discretion of either party.

Agreed to:
Volunteer signature

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**On behalf of
Sussex Cancer Fund**

Date:

Volunteer role: