

# Volunteers Policy

## Policy information

Policy number: 107

Classification:  
Employment

Supersedes:  
Previous Versions

Version number:  
6.0

Date of Equality Impact Assessment:  
26/07/2023

## Approval information

Approved by: PODCC

Date of approval:  
17/08/2023

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31/08/2023

Review date:  
17/08/2026

To be read in conjunction with:

The Volunteering policy also links to other Hywel Dda policies to ensure that we deliver high standards of service delivery:

[10 - Health and Safety Policy](#) (opens in new tab)

[133 - Equality and Diversity policy](#) (opens in new tab)

[748 - Data Protection Policy](#) (opens in new tab)

130 - All Wales Dignity at Work Policy

[1036 - Welsh Language Scheme](#) (opens in new tab)

[170 - Lone Working Policy](#) (opens in new tab)

[334 - Personal Relationships at Work Policy](#) (opens in new tab)

[182 - Staff Concerns/ Whistle blowing Policy](#) (opens in new tab)

HDUHB Strategic Equality Plan and Objectives

Executive Director job title:  
Lisa Gostling – Director of Workforce & OD

Reviews and updates:

*1.0 – New Policy*

*2.0 – Updated – 04.02.2014*

*3.0 – Amendment minor only – 15.02.2015*

*4.0 – Updates to DPA / GDPR Regulations – 17.05.2018*

*5.0 – Review – no changes to content only layout – 14.09.2018*

*6.0 – Full review and changes to policy, new EqIA completed – 26.07.2023*

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## Introduction and Scope

Volunteering is an activity where volunteers give their time, skills, and experience to support services. Volunteering is undertaken through choice, with no obligation or financial gain.

There are many benefits of volunteering in Hywel Dda University Health Board, to patients, visitors, staff and the volunteers themselves.

- Volunteering can contribute to supporting people into paid employment by developing and enhancing transferable skills.
- Volunteering can contribute to an improvement in the volunteer's confidence and self-esteem.
- Volunteering can support staff and patient experience.

Hywel Dda University Health Board recognises and appreciates the invaluable contribution that volunteers make every single day. There are a range of roles in volunteering and can be something as simple as chatting with a patient or helping visitors to find the right ward at visiting times. You could be a pharmacy volunteer, befriender, gardening support, working with our shop or library trolleys - or in a clinical setting such as a children's ward or in the accident and emergency department.

This policy sets out how Hywel Dda University Health Board will recruit, place and manage volunteers in relation to the Volunteering within the Health Board. It is also intended to act as an introduction to Volunteering at Hywel Dda University Health Board for potential volunteers, host departments and managers and third sector partners.

## Aims

- To raise awareness of volunteering and where it sits in the Future Workforce offer.
- Celebrate volunteers and the role they play in enhancing service delivery and patient experience.
- To encourage participation in volunteering, to create new volunteer opportunities for diverse and under-represented groups.
- To provide accessible information and guidelines for volunteers, host managers and colleagues and third sector partners.
- To foster collaboration amongst all stakeholders to deliver a quality and proactive Future Workforce offer.

## Objectives

The aims will be achieved by:

- Providing accessible and engaging information and guidance to Hywel Dda staff, volunteers, potential volunteers and key stakeholders.
- Highlighting the roles and responsibilities of all participants and the support available from the Future Workforce Team.
- Promoting Equality, Diversity and Inclusion through the provision of accessible volunteering opportunities for under-represented groups and those with protected characteristics; including neurodiverse volunteers, those with learning difficulties and disabilities.
- Implementing evaluation and impact measurement systems to celebrate success and identify areas for development.
- Proactive engagement to improve links with Health Board services, stakeholders and the wider community.

## Volunteering Guides for Stakeholders

The Volunteering Policy has a broad reach and recognises the importance of engaging with key stakeholders and partners:

- Volunteers and potential volunteers
- Hywel Dda colleagues and managers who host volunteers
- Third sector partner organisations
- The Future Workforce team who oversees the planning and organisation of Volunteering.

**Please find operational guides in the appendices written for the different stakeholders.**

To raise awareness of the Future Workforce Volunteers policy amongst stakeholders, we will take a proactive approach to publicising the policy and guidelines. This will include:

- An engagement strategy to promote Volunteering to all stakeholder groups.
- The production of short videos and webinars highlighting Volunteering key messages.
- A comprehensive induction for all volunteers.
- A relationship management approach with host departments.
- Posters to highlight volunteers and the role they play.
- Celebrating success and sharing good practice.

## Values and Behaviour Framework

Hywel Dda University Health Board operates to a set of organisational values which underpin all that we are and do as an organisation. Living our values supports us in our patient care and continued development as a health care provider.

All volunteers will be treated in accordance with Hywel Dda's Organisational Values and Behaviours Framework. Volunteers will be expected to embrace our values and exhibit as a minimum, the core standard of behaviours detailed in the *Organisational Values & Behaviours Framework Staff Handbook* (available on the [Staff Intranet Values Page](#))

## We would love to hear from you...

Should you wish to provide feedback on this policy or wish to find out more about Volunteering please email [HDD.FutureworkforceTeam@wales.nhs.uk](mailto:HDD.FutureworkforceTeam@wales.nhs.uk)

## Appendices

Click on the links below for our operational Volunteering Guides for volunteers, departments, the Future Workforce team and the Third Sector guide.

- [107 Volunteers Information Pack](#) (opens in a new tab)
- [107 – Volunteering Department Guide](#) (opens in a new tab)
- [107 – Future Workforce Team Guide](#) (opens in a new tab)
- [107 – Third Sector Guide](#) (opens in a new tab)

### **Volunteers Guide**

#### **Summary of Content**

Welcome and Introduction  
Contacting the Future Workforce Team  
Volunteer Guidelines  
Becoming a Volunteer  
Induction, Volunteer Rights & Support  
Our expectations of Volunteers  
Expenses, Uniforms, Record keeping  
Problem Solving & Complaints  
Useful Documents

### **Host Department Guide**

#### **Summary of Content**

How could volunteers support your department?  
Preparing for Volunteer support  
Volunteers Role Descriptions  
Volunteer Guidelines  
Risk Assessments  
Starting a Volunteer  
Trial Period, Support and Supervision  
Uniforms, Record keeping & problem solving  
Useful Documents.

### **Future Workforce Guide**

#### **Summary of Content**

Our commitment  
Access to volunteering  
Recruitment and selection  
Onboarding, Induction  
Support and supervision, Expenses  
Role descriptions and risk assessments  
Monitoring and evaluation  
Recognising volunteer achievement

### **Third Sector Guide**

#### **Summary of Content**

Third Sector Organisation & Charities  
County Voluntary Councils (CVCs)  
Volunteering Wales.net  
Radio Station Volunteers  
Managing Volunteers; Guide for Managers and  
third sector organisations  
Annual Checks