



Document Control

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4.0	HR Manager	Review:- <ul style="list-style-type: none"> • The term 'service-user' amended to 'client'. • Emphasis on the need for each CSM to risk assess each volunteering situation before commencement. • Discontinuance of the allowance for staff/retired staff to administer medication or provide personal care when they are in a volunteering role in SHS. • Inclusion of 'mandatory training' in the 'Application Process for General Volunteers' list. • Up to date references required after 12 month gap for retired staff. • Volunteer Liaison Officer organises revetting of general volunteers and retraining of general volunteers, every 3 years. 	SMT



1.0 POLICY STATEMENT:

Sunbeam House Services (SHS) welcomes volunteers aged 18 and above as a valuable resource. SHS will not consider volunteer applications from people aged under 18, although students in Transition Year are welcome to apply for work experience as part of their programme. SHS recognises the importance of the skills and experience which volunteers can bring to clients and SHS. Volunteers do not replace staff but assist staff in providing a high-quality service. Volunteers follow an application process and are provided with training, support and supervision. The relationship between the volunteer, staff and clients is based on respect and equality.

2.0 PURPOSE

The purpose of this policy is to provide guidance to volunteers and staff on all aspects of volunteering within SHS.

3.0 SCOPE

This policy applies to all SHS staff, volunteer applicants and volunteers.

4.0 ADDITIONAL DOCUMENTS

This policy should be viewed in line with the following documents:-

- The Volunteer Handbook
- The National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016
- All other SHS policies and procedures

5.0 VOLUNTEER CATEGORIES

5.1 GENERAL VOLUNTEERS

General volunteers are people in the community who are interested in sharing their skills and experience with SHS clients and/or SHS. They include family members of SHS staff/clients.

5.2 THIRD LEVEL STUDENT AND TRANSITION YEAR PLACEMENT VOLUNTEERS

SHS welcomes all student placement requests. SHS's Human Resources Department co-ordinates all student applications.

5.3 EMPLOYER-SUPPORTED VOLUNTEERS

Employer-supported volunteers are community groups, SHS's corporate partners or other outside organisations who offer their time and services to provide learning opportunities or engage in collaborative activities with SHS and its clients.

5.4 SHS STAFF/RETIRED STAFF – ONGOING FRIENDSHIP

SHS staff/retired staff may wish to keep in touch with SHS clients on an ongoing friendship basis.

6.0 SEEKING A VOLUNTEER

Each individual location within SHS is responsible for assessing its own volunteer requirements and putting plans into action to recruit volunteers. All efforts to recruit volunteers must firstly be authorised by the Client Services Manager on the location, and the Senior Services Manager if there is a cost involved. All wording and graphics used on advertisements for the

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recruitment of volunteers, regardless of the medium used, must be approved in advance by the Client Services Manager and the Volunteer Liaison Officer.

Methods of recruiting volunteers may include advertisements on radio, newspaper, Volunteer Ireland, Activelink, SHS website and Facebook, posters in the community, personal invitations to friends and family, open days etc. Volunteers may apply speculatively or via a volunteer placement service. Volunteers may also come forward as a result of contact with SHS forums, clients or staff.

7.0 VOLUNTEER LIAISON OFFICER

People who are interested in volunteering with SHS should firstly be put in touch with the Volunteer Liaison Officer in SHS who will manage their application process. When the application process is completed, the volunteer then comes under the supervision of the Client Services Manager on the location where the volunteer will be based.

8.0 APPLICATION PROCESS

Volunteers are engaged in accordance with SHS's Equal Opportunities/Diversity Policy.

8.1 Application Process for General Volunteers

The application process for General Volunteers consists of:-

- Completion of a **General Volunteer Application Form**.
- **Naming of two referees** who will be contacted by the Volunteer Liaison Officer for written references.
- Completion of **Garda Vetting** for Ireland and police clearance from any former country of residence (see SHS's Garda Vetting Policy No. 051), including provision of original identity papers which will be verified by the Volunteer Liaison Officer, the Human Resources Department or a nominated SHS staff member.
- An **informal interview** to ascertain the suitability of the volunteer applicant and their areas of interest.
- **Mandatory training** which will be undertaken before volunteering begins.
- A **Role Description** which will be completed by the CSM and the volunteer applicant before volunteering begins.

8.2 Application Process For SHS Staff Volunteers - Ongoing Friendship

The application process for staff wishing to continue an ongoing friendship with a client is:-

- Completion of a **Staff Volunteer Ongoing Friendship Application Form**.
- A **Role Description** which will be drawn up by the CSM and the staff before volunteering begins.

Staff do not require to be revetted unless their vetting is more than 3 years old. Staff do not require to be reference-checked as their original references provided when they first joined SHS are considered sufficient. Staff are not required to undertake the mandatory training unless their training is out of date. Staff who are undergoing disciplinary procedures or a Performance Improvement Programme (PIP) cannot

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officially begin a friendship until such procedures or programmes are completed to the satisfaction of SHS. SHS Staff Volunteers who wish to submit for an ongoing friendship request should not also be co-located with the individual client for whom the request is made.

It is the CSM on the client's location who makes the decision on whether the staff is a suitable match for the client involved.

8.3 Application Process for SHS Retired Staff Volunteers – Ongoing Friendship

The application process for retired staff wishing to continue an ongoing friendship with a client is:-

- Completion of a **Retired Staff Ongoing Friendship Application Form**.
- A **Role Description** which will be completed by the CSM and the staff before volunteering begins.

Retired staff do not require to be re-vetted unless their vetting is more than 3 years old. Retired staff do not require to be reference-checked again unless:-

- There is a delay of more than 12 months between the time the staff member retired and the time they seek to continue a friendship with an SHS client, and/or
- They underwent disciplinary procedures or a Performance Improvement Programme (PIP) within 5 years before retiring.

Retired staff wishing to be an ongoing friend are not required to repeat the mandatory training courses unless their training is out of date.

It is the CSM on the client's location who makes the decision on whether the retired staff is a suitable match for the client involved.

9.0 GARDA VETTING

The *National Vetting Bureau (Children & Vulnerable Persons) Acts 2012 to 2016* makes it a legal requirement to vet those involved in 'Any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of the person having access to, or contact with, vulnerable persons.....' (Schedule 1, Part 1, Point 1 of the Act). An organisation or person who contravenes this legal requirement is guilty of an offence. The Act does not apply where a person gives assistance on an occasional basis at a school, sports or community event or activity other than where such assistance includes the coaching, mentoring, counselling, teaching or training of children or vulnerable persons. The Volunteer Liaison Officer or SHS's Human Resources Department assesses the necessity of vetting a person in accordance with the Act for each individual case.

All volunteers will need to be re-vetted every three years. It is the Volunteer Liaison Officer's role to organise this re-vetting for General Volunteers in conjunction with SHS's Human Resources Department.

10.0 ENGAGEMENT OF VOLUNTEER

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Engagements are made only after the Application Process has been completed in its entirety, a Role Description has been drawn up, training has been undertaken and all necessary risk factors addressed. The CSM should risk assess each volunteering situation falling under their remit to ensure it is safe for everyone involved. No placements are made unless the requirements of a location and the skills of a volunteer are compatible. It is the CSM on the location who makes the decision on whether a volunteer applicant is a suitable match. In cases of dispute, the relevant Senior Services Manager and Human Resources Manager will have the final say on the engagement of volunteers.

11.0 TRAINING FOR GENERAL VOLUNTEERS

Training for general volunteers falls under the umbrella of 'Induction Training', and has 3 parts, as follows:-

- Depending on the volunteer's role, they may be invited to a location to meet the clients, view the location, ask questions and receive instructions on how best to carry out their role, including safety and safeguarding matters.
- People Handling training. Important note: Volunteers should not undertake any type of people handling, manual lifting or manoeuvres prior to undertaking this course. After completion of the course, volunteers should avoid people handling, manual lifting or manoeuvres unless absolutely necessary, and volunteers should always keep within their own capabilities and within safety guidelines.
- 'Safeguarding of Vulnerable Adults' – this is a 3.5 hour HSE-certified awareness training which all staff and volunteers are obliged to attend as per the HSE's 'Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures'.

The Volunteer Liaison Officer will keep training records to ensure that training is repeated when necessary.

12.0 TRIAL PERIOD

All placements are subject to an initial trial period of 3 months. At the end of this period, the Client Services Manager should meet with the volunteer to discuss their suitability for the role and whether they wish to continue in the role. If the volunteer is not suited to the role they may be reassigned to a more suitable role if such a role is available. SHS reserves the right to terminate a volunteer engagement at any time.

13.0 SUPERVISION AND SUPPORT

It is essential that volunteers are supervised, supported and appreciated. Each Client Services Manager on the location in which the volunteer is performing their role is the main supervisor and supporter for the volunteer. In cases of absence, the Client Services Manager should nominate a staff member on the location to be responsible for the day-to-day supervision of the volunteer.

All SHS employees should endeavour to involve volunteers effectively in the work of the organisation and to make them feel welcome and appreciated.

13.1 EVALUATION/REVIEW SESSIONS

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Volunteers will receive regular constructive feedback on their volunteer role, based on their role descriptions. If appropriate, corrective action may be taken before or after evaluation/review sessions. Examples include the organisation of training for an identified training need, the reassignment of a volunteer, or cessation of a volunteer relationship with the organisation.

13.2 CESSATION OF THE VOLUNTEER RELATIONSHIP WITH SHS

Volunteers who do not adhere to the organisation's policies, ethos and values or who fail to perform their volunteer assignments satisfactorily as per their Role Description and Volunteer Agreement may be subject to cessation of their volunteer role. Grounds for termination include, but are not limited to, the following:-

- Gross misconduct.
- Consistently poor time-keeping.
- Frequent absence without notice.
- Carelessness in carrying out role.
- Breach of confidentiality.
- Breach of health & safety rules.
- Misuse of company equipment and materials.
- Being under the influence of alcohol/recreational drugs whilst carrying out role.
- Inappropriate behaviour.
- Abuse of clients and co-workers/co-volunteers.
- Deliberately bringing the organisation into disrepute.
- Consistent non-cooperation with management or fellow staff members.
- Breaches of the organisation's policies.
- Not complying with the terms of the Volunteer Role Description and/or Volunteer Agreement.
- Inability and/or refusal to follow reasonable instructions.
- Theft, including spending a client's money on own self.
- Negligence.
- Failure to perform duties in a manner that promotes dignity, respect, equality and independence.

13.3 VOLUNTEER CONCERNS

If volunteers are dissatisfied with aspects of their volunteering role, they are entitled to have their concerns reviewed by SHS. A volunteer can raise a concern with the Client Services Manager. The Client Services Manager will consider their concerns and will respond to the volunteer.

13.4 EXIT INTERVIEWS

Whenever possible, exit interviews are held with volunteers who are leaving the organisation, whether because they have reached the end of their project or for some other reason. Exit interviews should be hosted by the supervisory Client Services Manager and should ascertain why the volunteer is leaving, how they found the volunteering experience and what suggestions they can offer to improve the way the organisation operates.

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14.0 PROVISOS RELATING TO VOLUNTEERS

14.1 CODE OF CONDUCT, STANDARDS AND BEHAVIOUR

Volunteers are expected to conduct themselves at all times in a manner that abides by the policies and procedures of SHS, and to adhere to its ethos and values.

14.2 CONFIDENTIALITY

Volunteers are responsible for maintaining full confidentiality of all privileged information to which they are exposed whilst volunteering with SHS.

14.3 DATA PROTECTION

A system of records is maintained on all volunteers, including application paperwork (application form, references, Garda Vetting etc.), dates and times of service, duties performed, volunteer reviews etc. Volunteer records are accorded the same confidentiality as employee records and are stored in secure locations in accordance with Data Protection legislation, namely:-

- Data Protection Act 2018
- General Data Protection Regulation (GDPR)
- Data Sharing and Governance Act 2019
- Freedom of Information Acts 1997, 2003 and 2018.

14.4 DECLARATION OF HEALTH – MEDICAL CERTIFICATION

In line with health and safety legislation, volunteers need to make SHS aware of any medical/health conditions or prescribed medication that might affect the volunteer's ability to perform their volunteering role. Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the physician confirming their ability to satisfactorily and safely perform their volunteer role. Volunteers under a course of treatment which might affect their volunteer role will not be accepted without written verification of suitability from their physician. If the role requires it, additional health checks may be requested at SHS's expense.

Any volunteer who, after acceptance and assignment of a voluntary role then enters a course of treatment which might adversely impact upon the performance of their volunteer duties, should consult with the Client Services Manager to ensure SHS are aware of these circumstances.

14.5 DRESS CODE

Volunteers are asked to dress appropriately for the duties they are carrying out. Jewellery can cause a risk of injury to the volunteer, clients or staff colleagues, so therefore no jewellery should be worn apart from a plain watch, plain finger rings and stud earrings

14.6 DRIVING – GIVING LIFTS TO CLIENTS

Because of possible risk issues, volunteers must not give lifts to clients without prior approval of the Client Services Manager. It is preferable for clients to use public transport or company transport whenever possible to promote independence. In

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cases where the lift is necessary or unavoidable, the approval of the Client Services Manager is required in advance. All journeys involving a volunteer giving a lift to a client should be documented, detailing the reason for the journey, the date, the time of departure and arrival, and the distance travelled.

Volunteers who are using their own personal motor vehicles to carry SHS clients will be covered under their own private car policy for such activities, as this is not considered a business arrangement. Volunteers will not receive any car or fuel costs from SHS.

Volunteers with a medical condition who will be transporting SHS clients in their own motor vehicles must inform the Client Services Manager of their medical condition in advance.

Volunteers who have penalty points on their licence must inform SHS of this fact prior to transporting any SHS client. Volunteers who receive additional penalty points on their licence during their role in SHS, whether in their own private time or not, must inform SHS of this fact prior to transporting any SHS client.

Volunteers who do not have relevant up to date car insurance, car tax, driving licence, NCT certificate, or who are disqualified from driving, are not permitted to give lifts to SHS clients.

14.7 FAMILY VOLUNTEERS

Volunteers who are family members of either SHS clients or SHS staff cannot regularly volunteer on the location where their family member resides or works, although occasional assistance at once-off events is permitted.

14.8 INSURANCE

Insurance is provided by SHS's Public Liability policy to cover all volunteers working on behalf and at the direction of the organisation, as long as they are engaged under the engagement criteria outlined in this policy. Any volunteer who is not engaged under this criteria is not covered by SHS's insurance and SHS will not cover any costs that are incurred or accept any responsibility for any damage or injury incurred.

14.9 PAYMENT

All general voluntary placements are unpaid, but SHS can provide out of pocket expenses if agreed in advance with the Client Services Manager for necessary expenses relating to the volunteering placement. Volunteers should discuss their individual expense needs with the Client Services Manager. The costs of volunteering should never be allowed to discourage those on lower incomes.

14.10 REPRESENTATION OF SHS

Volunteers must seek prior approval from the Chief Executive Officer of SHS before undertaking anything that might directly or indirectly affect the organisation. This includes, but is not limited to, providing statements/comments to media, fundraising,

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joint initiatives with other bodies, and agreements involving contractual or financial obligations.

14.11 ROLE DESCRIPTIONS – ALL VOLUNTEERS

Role Descriptions are a legal requirement under S.I. No. 367/2013 - Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013. All volunteers must be given a Role Description before commencing their volunteer role in SHS. It is the duty of the Client Services Manager (CSM) to complete the Role Description in conjunction with the volunteer.

Volunteers, whether general or staff/retired staff, are not permitted to provide personal care or administer medication to any SHS client during their time of volunteering.

14.12 CLIENTS VISITING THE VOLUNTEER'S HOME

Because of possible risk issues, volunteers are not to take clients to their own homes for visits or overnight stays. Volunteers wishing to take clients to their own homes for visits or overnight stays must seek advance approval from the Client Services Manager of the location, who will consider the request in consultation with their Senior Services Manager and SHS Social Worker.

14.13 SIGNING IN AND SIGNING OUT

All volunteers must sign in and sign out at the location on the day they attend, and this record must be kept by the Client Services Manager for as long as legislation requires. The date plus arrival and departure times must all be noted.

14.14 SMOKING

To comply with The Tobacco Smoking (Prohibition) Regulations 2003, SHS has a policy of no smoking in any of its group residential, day or respite services, and in or around company vehicles. Volunteers who wish to smoke must do so outside the premises and away from company vehicles. Volunteers are not permitted to smoke when calling to homes where clients live independently, and clients should be asked not to smoke when volunteers are present in their home. When accompanying clients in the community or outside the location, volunteers should not smoke in the presence of clients who are unable to express an informed opinion on the matter.

14.15 UNSCHEDULED ABSENCES

Unscheduled absences can create organisational problems. When expecting to be absent, volunteers should inform the relevant SHS employee and/or Client Services Manager as soon as possible so that alternative arrangements can be made.

14.16 VOLUNTEER TIME COMMITMENT

Volunteers are requested to commit to a year with SHS. Times of volunteering are negotiated between the Client Services Manager and the volunteer and are as flexible as possible. Volunteer time commitment is presumed to be limited and is never

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expected to match that of SHS employees. If a volunteer is unable to continue with their role, a notice period is requested so that SHS can put alternative plans in place.

14.17 VOLUNTEERING ROLE CONDITIONS

Volunteers are considered members of the SHS team. Volunteers have access to the space, equipment and facilities necessary to volunteer effectively and comfortably. Volunteers will have access to appropriate information to enable them to carry out their agreed functions within the organisation. This at times may be limited due to the sensitive nature of the person-based services provided.

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