

# Volunteering Best Practice Guidelines

A guide to support Hampshire County Council Care Service Managers and Staff to increase the number of volunteers who help and support the work they do.

Developed For



By



In partnership with the Hampshire CVS Network,  
Hampshire County Council, Malmesbury Lawn Care Home,  
Emsworth House and Hawthorne Court Nursing Home

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# SECTION A

## **A.1 - Introduction**

This manual has been produced to help Care Service managers and staff to increase the number of volunteers who help and support the work they do. Many services will already have volunteers and this guide will give ideas on how volunteering in a Hampshire County Council service can be the best experience possible for both the clients, staff and volunteers. It will give you advice and guidance, including examples and templates to help you to get the most out of your volunteers.

### **A.1.1 - How can volunteers help you?**

- Having volunteers help within your service can give added value to your work, giving that extra quality time to clients.
- Volunteers can provide important opportunities for socialisation, company, activities and befriending. They can be a link between the service and the community, bringing a greater sense of wellbeing to clients and staff.
- Volunteers can bring a range of benefits including specific skills such as art, music, and gardening to name just a few.

### **A.1.2 - Why people volunteer?**

- People volunteer because they want to help and feel needed. Having clearly defined roles will give the volunteer a better experience and they will be more likely to continue.
- Volunteers are there because they want to be, not because they have to be.
- For some, volunteering can help them to gain confidence, new skills and could encourage more people to want to work in the care industry.

- Some of the reason volunteers have given are;
  - Give something back to the community
  - Learn new skills and make friends
  - Lonely
  - Like caring for people
  - Have spare time
  - They have family in the home
  - Want to have a career in health care, be a doctor or nurse

## **A.2 - Getting the best out of your volunteers**

- Prepare ahead. Writing a good role description is paramount to you getting the right volunteer to help you. See Appendix A for examples and skills list.
  - Make the roles positive and enjoyable
  - Always introduce volunteers to the staff team to make them feel part of the service
  - Give good induction and training
  - Ensure the volunteers are supported
  - Ensure the volunteers receive feedback and feel valued.
- All roles should be fully risk assessed before they are advertised to ensure that the role of the volunteers will be safe for them, the clients and the staff.
- Thinking carefully about what roles you'd like them to do is very important, volunteers need to feel the role is genuine and of value.
- Volunteering is not a substitute for paid work, but will compliment the work paid staff do. So ensure that the roles reflect the difference between paid staff and volunteers.
- Communication between staff and clients about the benefits of volunteer help will make it more inclusive and potentially a better experience for the staff, clients and volunteers.

- Involve them in the creation of role descriptions and adverts. You may have an existing volunteer who'd like to help.
- Volunteers should have a key contact within the service, so they know who to go to if they need guidance or support.
- Regular meetings whether these are 1:1 or in a group setting will help your volunteers feel valued and could give you good feedback about your service.
- Other forms of communication could be a Volunteer Noticeboard, Newsletter, Group Meetings or Social Media.
- Ensuring volunteers are fully inducted and trained is essential in preparing volunteers to undertake their role. Awareness of safeguarding and procedures within the service is not just for the safety and running of the service, but it will set clear boundaries and expectations to the volunteer.

## **A.2.1 - Identifying volunteer opportunities – writing adverts and role descriptions**

- When writing an advert or role description questions you need to ask;
  - Why is the role needed
  - What is the service hoping to achieve by using volunteers and how will it improve outcomes for clients
  - What skills will be needed for the role
  - What level of time commitment is required
  - What will the volunteer gain from this
  - Why would they want to help you?
- Sometimes you get volunteers with key skills such as computers or art and it may be necessary to write a specific role description for that one volunteer.
- See Appendix A for Role Description examples
- See Appendix B for Recruitment Advert examples



## **A.2.2 - Advertising, resources and support**

- Volunteer Centres and Services within your local CVS. See appendix C
- Taster sessions and open days can be a good way to recruit volunteers and highlight the work you do.
- Linking with local groups, churches and networks. This is something which could be achieved by being a member of your local CVS and attending events and talks.
- Social media or other platforms such as Facebook, Twitter.....
- Many volunteers will be recruited by word of mouth and through existing volunteers; however recruiting volunteers from more than one source may give a better mix of skills and personalities

## **A.2.3 - Making contact**

- It is important to make contact with the potential volunteer as soon as you receive an interest. Even if it's just to let them know the person who deals with volunteers is on leave or ill. One of the biggest negative feedback Volunteer Centres/Services get back from potential volunteers is "No one has called me, I haven't had any contact". Communication is key.
- Having a list of questions prior to the first phone call, interview or informal chat can ensure you get the correct information. See Appendix D for example questions.
- Talking to volunteers about what skills they have may help you make sure the role is for them, they may be able to help in ways you hadn't expected.

- Think about the skills and qualities you are looking for in a volunteer e.g. understanding about a service, good communication skills, empathy and patience. Remember these are volunteer roles not paid, so some training or development might be needed.
- Some volunteers have specific support needs, but can make fantastic volunteers. So it's worth considering these applications on a case by case basis.
- Completing the volunteer application form together could be part of the interview stage and highlight the volunteers' aspirations and skills.
- Don't be afraid to turn volunteers away if you don't think they're suitable. It could be that you need to look for another role or refer them back to your local Volunteer Centre/Service for more support.

### **A.3 - Volunteering and the Law**

- Avoiding anything that could be seen as a payment for work is a priority. Expenses should be for genuine out of pocket expenses, such as travel. Reimbursement for items bought such as biscuits, plants should always have receipts to verify them.
- Training offered should be linked to the role that the volunteer is carrying out, so it's not seen as a perk or enticement.
- When writing agreements, adverts or role descriptions use phrases such as;
  - **“Expectation”** rather than **“Obligation”**
  - Talk about the **“Role”** rather than the **“Job”**
  - They are **“Volunteering”** rather than **“Working”**
  - Talk about **“Hopes and Expectations”**. i.e. “We hope you will be happy to volunteer for 6 months or more. It's expected that volunteers will let us know if they can no longer volunteer with us”.
- Volunteering and benefits. You can volunteer and claim benefits as long as the volunteer continues to meet the conditions of the benefits they get.

- Age limits. There is no upper age limit for volunteers; however, the insurance covering your service can often be a deciding factor. Volunteers under the age of 16 should have parental consent and all volunteers under 18 should be adequately supervised to ensure their safety.

## A.4 - Managing volunteers

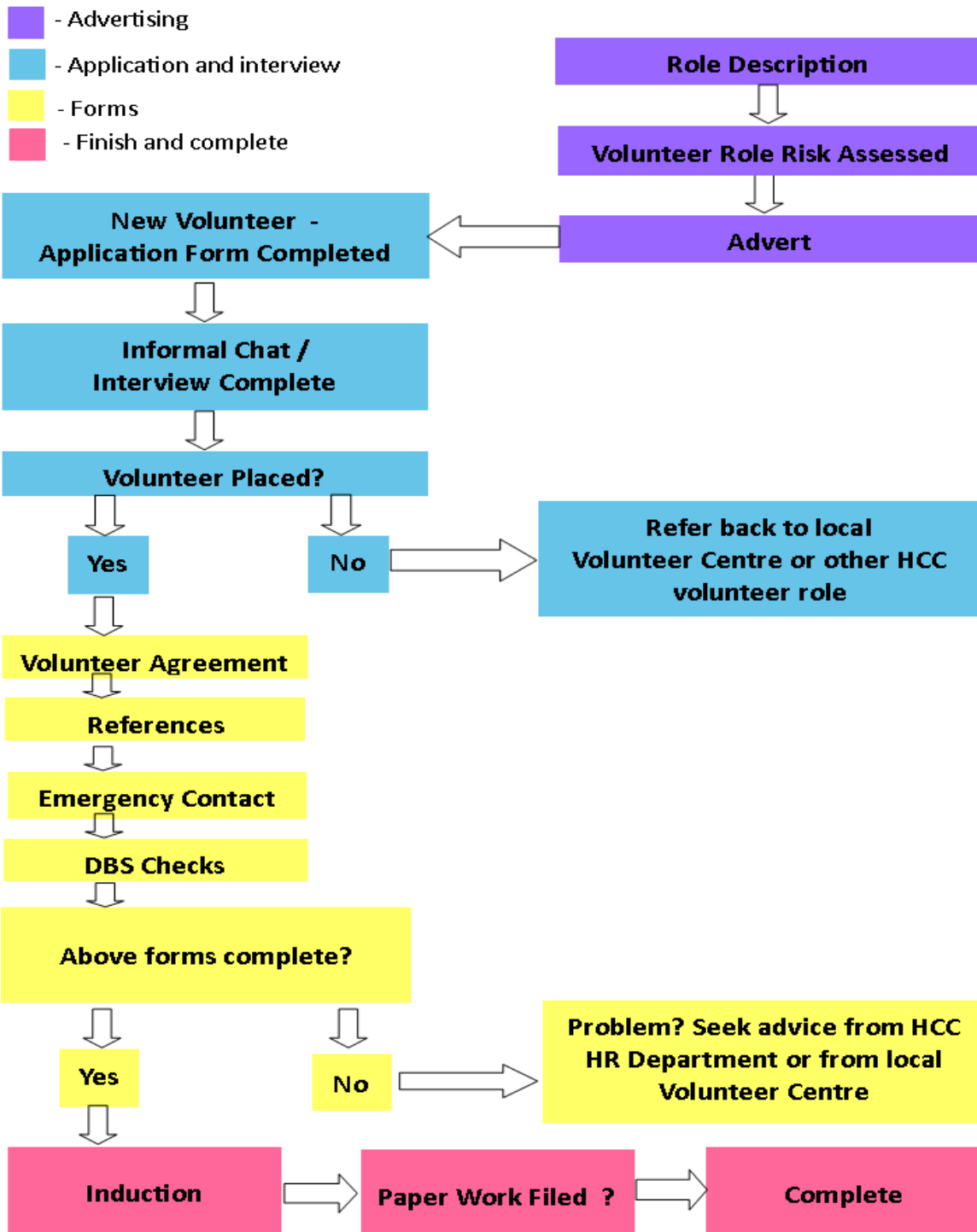
- Understanding different reasons someone volunteers can help manage their expectations. People volunteer for many different reasons and making sure you know the reason will give you a much more contented volunteer who will be more likely to stay longer.
- Recognising the roles volunteers do and holding thank you events such as coffee and cake, sending Birthday and Christmas cards, or linking in with your local CVS's Volunteering Awards or Volunteer Week celebrations (1- 7<sup>th</sup> June).
- For many roles training will not seem necessary, however some group training may improve the help they give and support the volunteer's own personal development. Dementia or communication training?
- Whilst it is not common for major issues to arise with volunteers, regular communication and supervision sessions will highlight any issue before they develop.
  - If problems occur then these can normally be dealt with by meeting the volunteer. This should be done informally and not conducted in the same manner you would a paid member of staff, giving the volunteer time to speak.
  - If problems persist then a meeting with the main contact and a more neutral member of staff might be appropriate.
  - For a variety of reasons sometimes it's time to say good bye to a volunteer, and even though this can be stressful for the staff and the volunteer it can also be a good time to learn from the issues to ensure they don't occur again.
  - If you do need to relocate a volunteer you can refer them to your local Volunteer Centre/Service to look for another role.



# SECTION B

**B.1**

**Hampshire County Council Volunteer Recruitment Flow-Chart**



## B.2

**Role Description** Before any recruitment can start a role description should be created, examples can be found in Appendix A

**Risk Assessment** A risk assessment may be completed at the same time as the role description. This will give an insight into what the volunteer can and can't do

**Advert** This is what will encourage a potential volunteer to contact you. Make sure it is appealing and reflect that the people will be giving their time for free to help you. Make it fun!

**Volunteer Registration** All volunteers should complete a volunteer registration form. This can be done before the interview / informal chat or during it. Registration forms can give you an idea of skills

**Informal Chat / Interview/ Placement** Keep the meeting informal and friendly, this is not a paid role. Ensure that you go through the role description with the volunteer so you are all clear on what help is needed. Examples of interview questions can be found in Appendix D

### **Volunteer Agreement/References/DBS Checks**

These should all be complete before the volunteer starts. **\* IMPORTANT\*** The Law does not differentiate between paid staff and unpaid volunteers regarding DBS checks. You must follow the same procedure as you do for paid staff. An email should be sent to HR who will arrange for you to be able to access the system to carry out the check [dbs@hants.gov.uk](mailto:dbs@hants.gov.uk)

**Induction** Welcome your new volunteer to the service. It could make it easy and quicker to have a welcome pack for new volunteers. This could include a copy of the volunteer policy, health and safety guidelines, who's who, social calendar etc. Why not buddy up new volunteers with existing volunteers?

**Paperwork Filed** Ensure all paperwork is complete

## B.3 Form Check List

Title	Complete
<b>Role Description</b>	
<b>Risk Assessment</b>	
<b>Advert</b>	
<b>Volunteer Application</b>	
<b>Volunteer Agreement</b>	
<b>References</b>	
<b>DBS checks</b>	
<b>Induction</b>	



# APPENDIX

# A

## Sample Role Descriptions

### **SAMPLE ROLE DESCRIPTION- Gardener**

<b>Role Title:</b>	Volunteer Gardener
<b>Responsible to:</b>	<i>Add name of the staff member who will be supporting the volunteer</i>
<b>Hours:</b>	Negotiable – <i>Add any specific times,</i>
<b>Location:</b>	<i>Add location</i>
<b>Information:</b>	<i>Add information on expenses, supervision etc</i>

#### **Role**

For the role of a care home gardener we are looking for someone to help to improve the living environment of our clients by maintaining the outside space and giving them an area to enjoy and relax in.

#### **Main tasks:**

- Trim hedges, ensure beds and pots are kept tidy, and other general garden maintenance.
- Make the garden look nice by planting new flowers and plants as appropriate.
- Work with the staff and clients to discover what kind of garden they would like.
- Suggest and organise improvements to the garden if space and resources allow.
- Help us ensure the garden is able to be used to its full potential.

#### **Skills and Knowledge**

- A knowledge of basic gardening
- Reasonably fit
- Patient and caring nature
- Ability and willingness to work in a team
- Ability to communicate with those who have complex support needs
- Non judgemental
- Additional skills such as general DIY or specific gardening skills would always be welcome

#### **Experience**

No experience necessary, however, if you feel you have specific skills that would benefit the home then please discuss this with your team leader.

#### **Induction and Supervision**

All volunteers are fully inducted and guidance will be provided, along with regular ongoing supervision.

### **SAMPLE ROLE DESCRIPTION- Befriender**

<b>Role Title:</b>	Befriender and support for older people
<b>Responsible to:</b>	<i>Add name of the staff member who will be supporting the volunteer</i>
<b>Hours:</b>	Negotiable – <i>Add any specific times,</i>
<b>Location:</b>	<i>Add location</i>
<b>Information:</b>	<i>Add information on expenses, supervision etc</i>

#### **Role**

The role of a care home volunteer is to improve and enhance the health, wellbeing and lives of the clients. A key part of this volunteer role will be to provide company and support to clients within the home. This role is not a substitute for paid work, but will greatly compliment the work the staff at the home do.

#### **Main tasks: These will be defined by the volunteer leader when you start**

- Befriending – talking to clients and helping them reminisce
- Read with clients – for those with poor eye sight reading the newspaper, magazines or books
- Helping clients join in activities. Give support when playing bingo or arts and crafts
- Accompanying clients on short trips outside the home.

#### **Skills and Knowledge**

- Patient and caring nature
- Good listener
- Ability and willingness to work in a team
- Ability to communicate with those who have complex support needs
- Non judgemental
- Additional skills that would be useful would be; Music, Art, Gardening

#### **Experience**

No experience of helping older people is necessary, however, if you feel you have specific skill that would benefit the home then please discuss this with your team leader.

#### **Training and Supervision**

In house training and guidance will be provided, along with regular ongoing supervision



# APPENDIX

# B

## Sample Volunteer Adverts

**Volunteering Opportunity- Gardener**

<b>Name of Care Home/Service</b>		<b>Date</b>	
--------------------------------------	--	-------------	--

**Opportunity Title – Please choose a short and catchy title for this opportunity**

Green fingered volunteer gardener needed

**Role Description – This needs to really sell your opportunity and tell the potential volunteer why they might want to help you.**

This is a great opportunity for someone who really enjoys gardening and would like to make a difference to the lives of the clients at..... care home. We are looking for green fingered gardeners who can help us keep our gardens looking lovely, so the clients and their family and friends can enjoy the fresh air and lovely surroundings.

Could you spare some time and make a difference to the lives of older people? If you could we'd love to hear from you, all help would be really appreciated.

**Objectives – What will the volunteer be doing and why**

- Trim hedges, ensure beds and pots are kept tidy, and other general garden maintenance.
- Make the garden look nice by planting new flowers and plants as appropriate.
- Work with the staff and clients to discover what kind of garden they would like.
- Suggest and organise improvements to the garden if space and resources allow.
- Help us ensure the garden is able to be used to its full potential.

Skills Required
<ul style="list-style-type: none"> <li>• A knowledge of basic gardening</li> <li>• Reasonably fit</li> <li>• Patient and caring nature</li> <li>• Ability and willingness to work in a team</li> <li>• Ability to communicate with those who have complex support needs</li> <li>• Non judgemental</li> <li>• Additional skills such as general DIY or specific gardening skills would always be welcome</li> </ul>

Times for the opportunity <i>Tick each box that volunteers will be required or circle ALL for time flexible</i>							
All	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
AM							
PM							
Evenings							

Application method - <i>Please tick all that apply</i>					
Application form	✓	Interview		Trial period	✓
Informal discussion	✓	References	✓	Other	

Quality Control	Yes	No	Details
Age/Gender Restrictions	✓		16+
DBS check required	✓		
Training provided			
Volunteer policy	✓		
Volunteers covered by insurance	✓		

Expenses reimbursed		✓	Cost of garden materials will be covered by the home
Equal opportunities policy	✓		
Written role description	✓		
Accessibility	✓		
Volunteer induction	✓		
Ongoing support	✓		
Health and Safety Policy	✓		

**Advertising Dates**

<b>Start date</b>		<b>End date</b>	
-------------------	--	-----------------	--

**Contact Details - Named member of staff, address, email and phone number (including ext.)**

Name:

Address:

Email:

Telephone number



**Volunteering Opportunity- Befriender**

<b>Name of Care Home/Service</b>		<b>Date</b>	
----------------------------------	--	-------------	--

<b>Opportunity Title – Please choose a short and catchy title for this opportunity</b>
Befriender and support for older people

**Role Description – This needs to really sell your opportunity and tell the potential volunteer why they might want to help you.**

This is a great opportunity to really make a difference to the lives of the older people at..... care home and help them remain connected with the community. With the help of volunteers the quality of life for clients is greatly improved. Whether it be befriending and listening to their stories, reading, helping with activities, gardening, or joining us on outings. Do you play a musical instrument, like singing or arts and crafts?

Could you spare some time and offer companionship and support to an older person? If you could we'd love to hear from you, all help would be really appreciated.

**Objectives – What will the volunteer be doing and why**

- Befriending clients on a one to one basis or a group setting. This could include;
- Talking with clients and reminiscing
  - Reading books or the newspaper
  - Playing games, chess or cards
  - Helping clients join in activities
  - Joining them on trips out.

Skills Required
<p>Caring and empathetic</p> <p>Good listener</p> <p>Patient and caring</p> <p>Experience of helping with older people would be good, but not essential as training and guidance will be given.</p>

Times for the opportunity <i>Tick each box that volunteers will be required or circle ALL for time flexible</i>							
All	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
AM							
PM							
Evenings							

Application method - <i>Please tick all that apply</i>					
Application form	<input checked="" type="checkbox"/>	Interview	<input type="checkbox"/>	Trial period	<input checked="" type="checkbox"/>
Informal discussion	<input checked="" type="checkbox"/>	References	<input checked="" type="checkbox"/>	Other	<input type="checkbox"/>

Quality Control	Yes	No	Details
Age/Gender Restrictions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	16+
DBS check required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Training provided	<input type="checkbox"/>	<input type="checkbox"/>	
Volunteer policy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Volunteers covered by insurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Expenses reimbursed		✓	
Equal opportunities policy	✓		
Written role description	✓		
Accessibility	✓		
Volunteer induction	✓		
Ongoing support	✓		
Health and Safety Policy	✓		

Advertising Dates			
Start date		End date	

<b>Contact Details</b> - Named member of staff, address, email and phone number (including ext.)
Name:  Address:  Email:  Telephone number



# APPENDIX C

## Volunteer Service Contact List

## **Volunteer Centre/Service Contact List**

Hampshire Volunteer Centres and Services are here to help and support organisations in finding volunteers. If you need any assistance please contact your local branch

### **Basingstoke Voluntary Action**

01256 423850 [vc@bvaction.org.uk](mailto:vc@bvaction.org.uk) [www.voluntaryservices.com](http://www.voluntaryservices.com)

### **Community Action Fareham**

01329 223140 [enquiries@farehamvolunteers.org.uk](mailto:enquiries@farehamvolunteers.org.uk)  
[www.farehamaction.org.uk](http://www.farehamaction.org.uk)

### **Community First (Havant, Winchester and East Hampshire)**

0300 500 8085 [volunteer@cfirst.org.uk](mailto:volunteer@cfirst.org.uk) [www.volunteerwessex.org](http://www.volunteerwessex.org)

### **Community First New Forest**

01425 482773 [vol.bureau@cfnf.org.uk](mailto:vol.bureau@cfnf.org.uk) [www.cfnf.org.uk](http://www.cfnf.org.uk)

### **Gosport Voluntary Action**

02392 588347 [gosportvb@gva.org.uk](mailto:gosportvb@gva.org.uk) [www.gosportvolunteercentre.org.uk](http://www.gosportvolunteercentre.org.uk)

### **Hart Voluntary Action**

01252 627070 [sue@hartvolaction.org.uk](mailto:sue@hartvolaction.org.uk) [www.hartvolaction.org.uk](http://www.hartvolaction.org.uk)

### **One Community (Eastleigh)**

023 8090 2458 [volunteer@1community.org.uk](mailto:volunteer@1community.org.uk) [www.1community.org.uk](http://www.1community.org.uk)

### **Rushmoor Voluntary Services**

01252 540162 [rushmoorvolunteers@rvs.org.uk](mailto:rushmoorvolunteers@rvs.org.uk) [www.rvs.org.uk](http://www.rvs.org.uk)

### **Test Valley Community Services**

01794 519998 (Romsey) 01264 362600 (Andover)  
[volunteers@tvcs.org.uk](mailto:volunteers@tvcs.org.uk) [www.tvcs.org.uk](http://www.tvcs.org.uk)

# APPENDIX

# D

## Sample Interview Questions

## Sample Interview Questions

Why would you like to volunteer with our service?	
What do you hope to gain from the role you've expressed an interest in?	
What personal qualities and skills do you have that you think would be useful?	
What previous volunteering or work have you done?	
What are your hobbies?	
Do you have any support needs that we should be aware of to enable us to support you volunteering with us?	
Do you know roughly what time commitment you can give to your volunteering with us?	
Do you have any concerns or questions for us?	



# APPENDIX E

## Sample Application Form

<b>VOLUNTEER APPLICATION FORM</b>
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<b>First Name</b>		<b>Preferred Name</b>	
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<b>Last Name</b>		<b>Title</b>	
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<b>Address</b>	
	<b>Postcode:</b>

<b>Home Telephone no</b>	
<b>Mobile Telephone no</b>	
<b>Email</b>	

<b>Which volunteer role are you interested in?</b>	
--	--

<b>How did you hear about this role?</b>	
--	--

<b>Why are you interested in being a volunteer in a care home or service?</b>

<b>When would you be available to volunteer? Please tick</b>							
All	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
AM							
PM							
Evening							
<b>How many hours per week would you like to volunteer?</b>							

<b>Have you volunteered before?</b>	Yes	No
<b>If yes please give details</b>		

<b>Tell us about any skills or experience that you feel would be relevant to this volunteering role</b>

<b>Do you require any assistance to be able to volunteer?</b>	Yes	No
<b>If yes please give details</b>		

<b>Do you drive?</b>	Yes	No

<b>Do you have a car?</b>	Yes	No

<b>Please give details of two referees. They should not be members of your family</b>	
<b>Reference 1</b>	Name
How do you know this person?	

Address			
Phone number		Email	

<b>Reference 2</b>	Name		
How do you know this person?			
Address			
Phone number		Email	

**EQUAL OPPORTUNITIES MONITORING**

<b>Gender</b>							<b>Prefer not to say</b>	
<b>Age range</b> (please circle as appropriate)	14-15 40-44	16-18 45-49	19-25 50-54	26-29 55-59	30-34 60-64	35-39 Over 65		
<b>Employment status</b> (please circle as appropriate)	Prefer not to say time Homemaker employed Unemployed		Employed full time Retired Student		Employed part- Self- Unable to work			
<b>Ethnicity</b> (please circle as appropriate)	<b>Prefer not to say</b> <b>White</b> – White British Irish Other White <b>Black/African</b> – African Caribbean other Black <b>Asian/Indian</b> – Indian Bangladeshi Pakistani Chinese other Asian <b>Mixed</b> – White & Black Caribbean or African White Asian other							
<b>Do you consider yourself to have a disability?</b>	Yes		No		Prefer not to say			

**DBS**

We ask everyone who volunteers with vulnerable groups to undergo a DBS check and disclose all convictions, including spent at this stage.

<b>Do you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)?</b>	<b>Yes</b>	<b>No</b>
If yes please give details in a separate sealed letter marked CONFIDENTIAL		

A criminal record will not necessarily prevent you from volunteering; however, we reserve the right to conduct checks as necessary with the Disclosure and Barring Service.

**Data Protection**

The information provided on this registration form will remain private and confidential and will be used for volunteer recruitment. We may wish to process this information for administrative and statistical purposes and this will take place in accordance with the provisions of the Data Protection Acts 1984 and 1998. We may approach third parties such as your referees to verify the information that you have given. By signing this form you will be providing us with consent to all these uses.

**Eligibility to volunteer**

Individuals from outside the UK who volunteer with us are recommended to check their visa/entry clearance conditions before applying, to make sure they are allowed to do voluntary/unpaid work.

**Declaration**

- The statements made by me on this application form are to the best of my knowledge true.
- I confirm I have read and understood the information

Volunteer Signature: \_\_\_\_\_

Volunteer Name: \_\_\_\_\_

Date: \_\_\_\_\_

*Internal use only*

Interviewed/processed by: \_\_\_\_\_

Date: \_\_\_\_\_



# APPENDIX

# F

## Sample Volunteer Emergency Contact Form

<b>Volunteers Name</b>		<b>Date</b>	
Address	Postcode		
Home Telephone no			
Mobile Telephone no			
Email			

<b>Next of Kin Name</b>		<b>Date</b>	
Address	Postcode:		
Home Telephone no			
Mobile Telephone no			
Email			

<b>Doctors Name</b>		<b>Date</b>	
Practice Name			
Address	Postcode:		
Surgery Telephone no			
Mobile Telephone no			
Email			



# APPENDIX

# G

## **Volunteer Policy Links**

## **Links to Hampshire County Council's:**

**\* Volunteers Policy**

**\* Volunteers How To Guide**

**\* Job Hazard Identification form**

**Can be found along with other useful information on Hants Web at:**

<http://www3.hants.gov.uk/hampshirecountycouncil/portal-help/hr/managingpeople/workingwithvolunteers.htm>

**\* Please note that these documents are currently being updated (October 2016)**

# APPENDIX

## H

### Sample Reference Request

Dear ,

INSERT NAME OF POTENTIAL VOLUNTEER has applied to become a volunteer with INSERT NAME OF HOME and has nominated you to provide a reference.

I have enclosed a copy of the description of the volunteer role for which they have applied. Please can you complete the enclosed form and indicate whether you think INSERT NAME OF POTENTIAL VOLUNTEER is suitable for this role?

I would like to take this opportunity to thank you for your consideration in this matter.

Yours sincerely,

### Reference Request

This reference will remain confidential between you and INSERT NAME OF CARE HOME. However, please note that under the Data Protection Regulations any individual has the right to view their personal information held by an organisation, including references. To do this, the individual would have to make a formal request to INSERT NAME OF SERVICE/CARE HOME

**Name of Volunteer**

**Opportunity applied for**

In what capacity are you providing a reference;

Current or previous employer

Other (please specify) \_\_\_\_\_

Q1 Please give details on how you know the volunteer and for how long.

Q2 Please could you comment on their suitability for this role.

Q3 What do you consider to be the potential volunteer's key strengths?

Q4 Is there any other information you feel might be helpful to us?

I confirm that the information provided in this reference is to the best of my knowledge true and accurate.

Signature .....

Date .....

Print name .....

Position or context in which you are providing this reference .....

Organisation (if applicable) .....

Please return this form by email or post to.....



# APPENDIX

## I

### **Sample Volunteer Agreement**

## Sample Volunteer Agreement

This Volunteer Agreement is a description of the arrangement between us, (Hampshire County Council HCC), and you (*the volunteer*) in relation to your voluntary role. 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 Hampshire County Council

We, HCC accept the voluntary service of (*name of volunteer*) beginning (*date*).

Your role as a volunteer is (*state nature and components of the work*). This role is designed to (*state purpose of work in relation to its benefit to the organisation*).

We commit to the following:

#### 1. Induction and training

- To provide thorough induction on the work of HCC, its staff, your volunteering role and the training necessary to assist you in meeting the responsibilities of your volunteering role.

#### 2. Supervision, support and flexibility

- To define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work
- To provide a personal supervisor who will meet with you regularly to discuss your volunteering and any associated problems
- To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.



### 3. Expenses

- To reimburse the following expenses incurred by you in doing your voluntary role in accordance with our procedures.

Travel to and from home to (the office) and during your work as necessary: see the Volunteer Handbook for rules relating to methods of travel and mileage allowances for use of a car

Meal allowance to a maximum of £[ ] with a receipt and £[ ] per day without (to be eligible for lunch allowance you must work around meal times or for a minimum of [ ] hours a day.)

Special clothing, where this is provided by you;

Actual cost of crèche, childminding fees or other dependent costs incurred in order to be available for voluntary role.

### 4. Health and safety

- To provide adequate training and feedback in support of our health and safety policy.

### 5. Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary role approved and authorised by us.

## 6. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy.

## 7. Problems

- To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you volunteer with us;
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with our procedures.

### Part 2 The volunteer

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

1. To help HCC fulfil its (*write in your service here*).
2. To perform my volunteering role to the best of my ability.
3. To adhere to the organisation's rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to its staff, volunteers and clients.
4. To maintain the confidential information of the organisation and of its clients.
5. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangements can be made.
6. To provide referees, as agreed, who may be contacted, and to agree to a police check being carried out where necessary.

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 at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Agreed to: .....  
Volunteer signature

.....  
On behalf of HCC

Date:

Volunteer role:



# APPENDIX

## J

### **Sample Volunteer Welcome Pack**

## Volunteer Welcome Pack

The aim of creating a welcome pack is to make the new volunteer feel welcome instantly. It can be a good point of reference for any rules or procedure they might need to know

Introduction – Tell the volunteers about your home or service. What are your aims/mission. Add any pictures from the home that might help tell the story.

How many service users / clients do you care for and what do you specialise in?

What do volunteers help with at the service / home? List of all roles. Some volunteers may be able to help with more than one role if they know what is needed.

Social events and outings. Do you have a Christmas party, summer party, trips out?

Add a list of key staff and what their roles are.

Map/layout of the building. Include restricted areas

Any specific information that the volunteer should know about. Rules or procedure.

# APPENDIX

# K

## HCC Expenses Form

**Important**

Please complete both sides of the form and forward the form for coding and departmental authorisation in time for it to reach the Leasing and Expenses Team, HCC, The Castle, Winchester, SO23 8UB (Courier Route 101) by the 1st working day of the month.

Personnel number  
(See last pay advice for related job)

National Insurance number

Full name

Post held

Full work address

Telephone or e-mail

**Below dates should be first and last dates of travel (col 1)**

Claim dates: From  To

**Please retain your receipts and do not forward them to the Leasing and Expenses team**

Please complete this section only if this is your first claim or if you have changed your vehicle since making your last claim.

c.c.

Reg. no.

Date of change

**Summary of claim**

Totals from columns 5 to 12 overleaf		£	p	Cost Centre	SIO
col 5	Business miles at	p			
	Business miles at	p			
col 6	Miles for tax purposes				
col 7	Taxable business miles at	p			
col 8	Passenger miles at	p			
col 9	Non vatable expenses				
col 10	Vatable expenses				
col 11	Non vatable subsistence				
col 1	Vatable subsistence				
	Cycle allowance				
	Essential user lump sum				
	Attendance/call-out (lease cars only)				
	<b>Total of Claim</b>				

**Declarations**
**Claimant**

I certify that the journeys, mileage and expenses I am claiming are accurate and were necessary for business purposes. I hold a full current driving licence and at least a third party insurance policy, including cover for business mileage and passengers, relating to the vehicles used for these journeys. The vehicles are roadworthy and where required have a valid MOT certificate.  
**I confirm that I hold and will retain appropriate VAT receipts for (a) the purchase of fuel and (b) those expenses which include VAT. Receipts for other expenses will also be retained.**

Signature of claimant

Date

Checked by

**Authorisation**

All the journeys shown in this claim were authorised and are reasonable.

Signature of authorising officer

Please print name

Date





# APPENDIX

# L

## Sample Feedback Form

**Confidential**

## **Volunteer Feedback Form**

Date:

Name of Volunteer:

Name of Staff Member:

What work have you been doing?

--

Are you enjoying your volunteering?

--

What has been going well for you?

Is there anything that has not gone well for you? If so what?

Do you need any extra support?

How do you feel you' re getting on with the staff and other volunteers?

Are there any other volunteer tasks that you would like to be involved in?

Any other comments or issues?