

## **Volunteer Management Policy**

### **1. Introduction**

This policy sets out the approach of our Practice to the recruitment, support, and management of volunteers. Volunteers play a valuable role in enhancing services offered to patients, complementing the work of employed staff without replacing paid roles.

### **2. Scope**

This policy applies to all individuals who offer their time, skills, and experience without remuneration to support the work of our Practice. It does not apply to paid employees, work placement students, or contractors.

### **3. Principles**

Volunteers will not be used to substitute paid staff. All volunteers will be recruited, trained, and supported appropriately. Volunteers will be treated with respect, and their contributions valued. Health and safety of volunteers and others will be a priority. Volunteers will be expected to adhere to all Practice policies and procedures as applicable to their voluntary role.

### **4. Recruitment and Selection**

#### **4.1. Recruitment Process**

Volunteers will be recruited through a fair, open, and transparent process. The following steps will be followed:

- Completion of a Volunteer Application Form
- Informal interview with the Practice Manager or designated lead
- Two satisfactory references
- Enhanced Disclosure and Barring Service (DBS) check if the volunteer role involves contact with patients or access to confidential information
- Proof of identity and right to volunteer in the UK

#### **4.2. Equal Opportunities**

Our Practice is committed to equal opportunities and welcomes volunteer applications from all backgrounds. Reasonable adjustments within our capabilities can be made to support volunteers with disabilities or additional needs.

### **5. Induction and Training**

All volunteers will receive a volunteer induction covering:

- Practice values and mission
- Role expectations and boundaries

- Confidentiality and GDPR
- Safeguarding and whistleblowing
- Health and safety procedures
- Relevant on-the-job training and supervision
- Access to ongoing learning and development opportunities, where appropriate

## **6. Volunteer Agreement**

Each volunteer will be asked to sign a Volunteer Agreement that outlines:

- The nature of their voluntary role
- The expected time commitment
- The support and supervision arrangements
- The volunteer's responsibilities, including maintaining confidentiality and professionalism

Note: The agreement is not a contract of employment and is not legally binding

## **7. Supervision and Support**

Volunteers will be assigned a named supervisor, usually the Practice Manager or another nominated staff member. Regular catchups will be held where applicable to:

- Monitor performance
- Provide support and feedback
- Identify any training needs
- Address any concerns

## **8. Health and Safety**

Volunteers are covered by the Practice's Health and Safety Policy and should complete appropriate training. Responsibilities include:

- Complying with health and safety instructions
- Reporting any accidents, incidents, or near misses
- Using personal protective equipment (PPE) as required
- Cooperating with fire and emergency procedures

## **9. Safeguarding**

Volunteers must report any safeguarding concerns to the Practice Safeguarding Lead. Training and guidance will be provided as part of the induction.

## **10. Confidentiality and Data Protection**

Volunteers must maintain patient and staff confidentiality at all times and adhere to the Practice's Data Protection and GDPR policies. Breaches of confidentiality may lead to the termination of the volunteering arrangement; we will report data breaches to the police if deemed appropriate.

## **11. Expenses**

Volunteers are not expected to incur any out-of-pocket expenses (e.g. travel, meals). Any expenses must be prior approved with the Practice Manager before purchased and any reimbursement would only be processed with valid receipts, in line with the Practice's Expenses Policy.

## **12. Insurance**

All volunteers are covered by the Practice's public liability and employer's liability insurance when carrying out agreed volunteering duties.

## **13. Ending the Volunteering Arrangement**

Either the volunteer or the practice may end the arrangement at any time with reasonable notice. Where possible, an exit interview will be offered to gather feedback and reflect on the experience.

## **14. Review of Policy**

This policy will be reviewed bi-annually or sooner if required due to legislative or organisational changes.

Effective Date: 27.05.2025 V1 / Review Date: 27.05.2027

Policy Owner: Practice Manager