

1. Introduction

- 1.1 This policy sets out the broad principles for volunteering with Edinburgh Children's Hospital Charity. It has been written to ensure that all our volunteers are treated fairly and consistently and that volunteers know what to expect from us.
- 1.2 We believe that nothing should get in the way of being a child and exist to transform the experiences of children and young people in hospital so they can be a child first and a patient second. Because of us:
 - Children & young people's lives are less interrupted by illness
 - Children & young people are less scared of hospital and have a positive experience
 - Children & young people's families are better supported and comforted
 - Children & young people have an improved experiences of healthcare in their community

2. The Role of Volunteers

- 2.1 At Edinburgh Children's Hospital Charity volunteers are a major resource and make a vital contribution to our aims. We intend to encourage, develop and support volunteer involvement in our work in which volunteers are already important stakeholders. In doing so we recognise that the roles of volunteers will complement and not replace the role of paid staff.
- 2.2 The time, energy and skills offered by our volunteer's benefit our work and help us to achieve our aims. Experience has shown that volunteering also brings benefits to volunteers themselves and to those with whom they work.
- 2.3 Volunteers with Edinburgh Children's Hospital Charity undertake a wide variety of roles, including:
 - Making presentations about Edinburgh Children's Hospital Charity and the services we provide (presentations can be to schools, local groups/clubs and at fundraising events).
 - Helping out at fundraising events organised by Edinburgh Children's Hospital Charity.
 - Helping us manage our collecting cans in the community.
 - Being involved in a wide variety of activities at the charity office including supporting administrative tasks.
 - Helping in the Edinburgh Children's Hospital Charity shop or Hub.

3. Support for Volunteers

- 3.1 We will match the needs of the charity with the skills, knowledge and experience and motivation of each volunteer.
- 3.2 We will ensure volunteers receive appropriate training and support.
- 3.3 We will celebrate success and recognise commitment.
- 3.4 We will provide timely and accurate information about the Charity's policies and procedures.

- 3.5 We will foster a friendly and supportive atmosphere and make volunteering a positive experience.
- 3.6 We will try to resolve fairly any complaints or grievances.
- 3.7 We will ensure every volunteer has access to a member of staff, to provide advice and guidance.
- 3.8 We will ensure the health, safety and welfare of all volunteers whilst undertaking their volunteering activities.

4. Our Expectations of Volunteers

- 4.1 To maintain and uphold the good name of the charity.
- 4.2 To aim for high quality in all aspects of volunteer contributions. To perform volunteering roles to the best of their ability and to help ECHC fulfil its services and mission statement.
- 4.3 To encourage two-way communication with other volunteers and members of staff.
- 4.4 To listen to any instructions given by ECHC staff, in particular those which are given to ensure safety.
- 4.5 To respect the need for confidentiality.
- 4.6 To treat all staff, other volunteers, donors and other members of the public with respect.
- 4.7 To adhere to the Charity's policies, procedures and code of conduct.
- 4.8 To refrain from smoking whilst volunteering, unless on an authorised break. We ask that volunteers cover any ECHC t-shirts if smoking.
- 4.9 Not to use mobile devices whilst undertaking volunteering activities unless asked to for a specific purpose.
- 4.10 To take reasonable care of their own health and safety, as well as those they come into contact with whilst volunteering.

5. Recruitment and Selection

- 5.1 Edinburgh Children's Hospital Charity will adhere to its equal opportunities statement when recruiting and selecting volunteers.
- 5.2 Applications to volunteer from former ECHC staff are welcomed but we ask that a minimum period of 6 months has passed from when their employment ended.
- 5.3 All volunteers should be over 16 years of age. In certain roles, volunteers aged 16-18 will be accompanied by a member of staff or volunteer over the age of 18. We may occasionally have opportunities where under 16's may be able to assist a parent or guardian but they will remain the responsibility of that parent/guardian.
- 5.4 People who offer to volunteer will have their offers dealt with as quickly as possible.

- 5.5 Volunteers will be required to complete a volunteer application form (or registration form depending on role).
- 5.6 Most volunteers will be required to provide two references from non-relations who have known them for over 2 years (*does not apply to 1 off events/community volunteers*).
- 5.7 A Disclosure Scotland application may be required depending on the role and responsibilities of the volunteer.
- 5.8 All volunteering positions will begin with a trial period. The length of this period will be determined by the role manager and may vary depending on role, number of hours per week etc. At the end of the trial a review meeting will be held to ensure both the volunteer and role manager are happy for the volunteering to continue.
- 5.9 Some volunteering roles require a minimum weekly commitment and/or minimum commitment to length of volunteering period. The minimums will be set by the relevant manager and exceptions are at their discretion.

6. Expenses

- 6.1 Volunteers are entitled to claim out-of-pocket expenses incurred travelling to and from their volunteering role with Edinburgh Children's Hospital Charity. Any expenses should be agreed in advance with the appropriate ECHC Manager or the Volunteering Coordinator. In usual circumstances, the use of public transport is encouraged and costs will be reimbursed at actual cost up to a maximum of £10 per day. Where public transport is unavailable or unsuitable, car travel mileage can be paid at a rate of 45p per mile up to a maximum of £10 per day. Indeed all travel expenses will be reimbursed at actual cost or to a maximum of £10 per day, whichever is the lowest. Expense claim forms can be obtained from ECHC staff and original receipts/details of mileage should be attached to claims.
- 6.2 When a volunteer claims expenses they can, if they wish to, donate all or part of the monies claimed back to Edinburgh Children's Hospital Charity as a Gift Aid Payment. Donations can be made by indicating this preference on the Volunteer Expense Claim Form.

7. Data Protection

- 7.1 Personal information recorded about volunteers is stored and maintained with appropriate safeguards for confidentiality. The charity abides by all provisions of the Data Protection Act of 1998 and subsequent GDPR regulations. Volunteers will be provided with a privacy statement regarding the use of their data.
- 7.2 Volunteers who collect or administer any personal data on our supporters or clients will also be required by law to comply with the provisions of the Data Protection Act and GDPR guidelines.

8. Confidentiality

- 8.1 All volunteers must adhere to the charity's confidentiality guidelines and sign a statement before commencing volunteering that demonstrates that they have read and understood Edinburgh Children's Hospital Charity's organisational policies

9. Photography

- 9.1 Volunteers must not take photographs during their volunteering activities unless specifically asked to do so by an ECHC member of staff using ECHC approved equipment. If asked to take photographs it should be ensured that subjects have provided appropriate consent. Photos taken on behalf of ECHC remain property of the charity and must not be shared without permission.
- 9.2 Photo consent will be sought from volunteers via the volunteer privacy statement signed by all volunteers, or for occasional volunteers via the registration form provided on the day of volunteering.

10. Insurance

- 10.1 Volunteers are covered by our insurance policies in the same way as staff
- 10.2 We do not provide motor insurance for volunteers using their own vehicles. Charitable work is normally classed as social and domestic pleasure use and not business use.

11. Ending the Volunteering Agreement

- 11.1 ECHC reserve the right to end a volunteering position at any time. While we will endeavour to provide at least 1 week notice of a position ending, this is not guaranteed

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