

Wicklow Hospice Foundation C.L.G.

Volunteer Policy.

Wicklow Hospice Foundation is committed to providing a professional and efficient service in supporting volunteers. We recognise that if we are to achieve our goals we need to involve volunteers in our work.

The purpose of this policy is to provide guidance on all aspects of volunteering at WHF. It supplements other WHF policies and procedures, and our mission statement.

We greatly appreciate the value that volunteers bring to WHF, and encourage them to get involved within all appropriate activities.

We aim to support our volunteers to the best of our abilities and to act fairly if difficulties arise.

WHF welcomes volunteers from all walks of life and backgrounds. Volunteers are not required to have any experience in volunteering; individuals must however be able to demonstrate a commitment to the organisation. No person who has a conflict of interest with any aspect of the organisation will be accepted as a volunteer.

Volunteers are recruited by WHF using publicity avenues that are suitable for the roles that need to be filled. Potential volunteers may also apply speculatively or via the web site provided by WHF. All volunteers are required to complete an application form.

WHF board is responsible for ensuring that the policies and procedures in this document are implemented. WHF employee/s and volunteers are expected to facilitate this process.

Volunteers are appointed to enhance the capacity of the paid staff not as a substitute for them.

Volunteers are an integral part of the WHF organisation. They are treated equally and fairly, are included in the organisations decision making processes whenever practical. Volunteers are provided with appropriate work and facilities necessary to volunteer effectively and comfortably.

Any voluntary service is at the discretion of WHF. Volunteers are expected to work within the policies and procedures of WHF and adhere to its ethos. As representatives of the organisation they are responsible for presenting a positive image of WHF to the public.

Volunteers should not speak to the media on behalf of WHF but should refer any queries to a Board member, the Secretary, or the Office Administrator. The volunteer must act in good faith and not engage in any action or statement that may significantly affect or obligate WHF.

WHF retains information on all volunteers the information retained relating to volunteers includes, an application form, information relating to the application, and any other information relating to volunteering with WHF. Volunteers are entitled to view any information retained and ask for amendments to be made where it is inaccurate. All information retained by WHF is in accordance with the Data Protection Legislation. Files will be accorded full confidentiality.

WHF respects the volunteer's right to privacy and confidentiality. In turn volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering with WHF.

All volunteers are encouraged to familiarise themselves with the history and structure of WHF by browsing the content of the website – [www.wicklowsospice](http://www.wicklowsospice.ie) .ie.

WHF has a duty of care to its volunteers, (Health and Safety Legislation), by ensuring a safe and healthy working environment. Volunteers have an individual responsibility to protect their own health and safety, as well as that of other volunteers and people taking part in events on behalf of WHF. (see WHF Health and Safety Policy.)

All accidents or incidents that occur in the course of volunteering must be reported to Sinead Tarmey, the administrator in the WHF office who can be contacted at Email. [sinead@wicklowhospice .ie](mailto:sinead@wicklowhospice.ie) and an accident form filled in.

People using their own cars to provide transport for volunteering purposes may in some instances have to come to an arrangement with their own car insurance company.

Rights of WHF volunteers

- To be given meaningful work to do.
- To know what is expected from them.
- To be appreciated and have the voluntary contribution recognised.
- To know who to go to if they have a concern
- To be made aware of the policies and procedures of WHF.
- To be treated fairly.
- To be informed about and given the opportunity to play an active role in the organisation.
- To be clear about how decisions are made.

If volunteers are not satisfied that the issues relating to their volunteering are being handled appropriately, they are entitled to have their concerns addressed. They should raise the issues with a Board member, the Secretary, or the Office Administrator. The issues will be discussed as soon as is practicable and appropriate action taken.

Volunteers may identify activities or events which may be of benefit to the organisation or wish to comment on this policy. Feedback is always welcome. It should be given to the Secretary or the Office Administrator who will ensure that it is considered fully.