ST. MICHAEL'S HOUSE Services For People With Disabilities

Volunteer Policy

Written By:	....	**Rhoda Judge (Project Coordinator)**
Reviewed By:	....	**EMT**
Approved By:	....	**Liz Reynolds, C.E.O**
		Signed: ***Liz Reynolds, C.E.O.***
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Versions of Policy

Introduction

St. Michael's House (SMH) is one of Ireland's leading organisations providing services to over 2,000 adults & children with a disability. SMH was innovative from the beginning when it was set up in 1955, and continues to be. It is built on a rights based foundation and promotes a values led culture.

SMH welcomes the skills and diversity that volunteers from a myriad of backgrounds bring to the lives of people accessing supports and services within the organisation.

1.0 Definitions:

This policy uses the National Volunteer Strategy's (2021 – 2025) definition of volunteering "volunteering is any time willingly given, either formally or informally, for the common good and without financial gain" (p. 18).

Formal volunteering refers to those who volunteer on a regular basis and are within the organisational system. *Informal volunteering* refers to those who volunteer to 'lend a hand' on a once off basis or day specific projects such as corporate volunteers or a day event. All informal volunteers must be supervised when interacting with service users.

2.0 Policy Statement:

St. Michael's House (SMH) benefits greatly from the myriad of skills, experience and enthusiasm that volunteers bring to the organisation and in turn SMH endeavours to ensure that volunteers are welcomed and supported in their role.

It is the policy of St. Michael's House to promote a culture of volunteerism throughout the organisation. St. Michael's House works in partnership with service users and recognises that the primary purpose of the organisation is to support them to live a life that they choose. As a result a volunteer placement can only proceed with the informed consent of the service user/s that they will support. All conversations related to consent and engaging with volunteer support should be governed by the guiding principles of the Assisted Decision Making Act (2015). (See appendix 4 for easy read Service User Consent for Volunteer Support).

Volunteers do not replace the work of paid staff; they enhance the range of opportunities accessible to service users. Though should a vacancy open within SMH, volunteers may apply through the normal application process.

3.0 Purpose of the Policy:

The purpose of this policy is to outline the structures and supports for volunteers, service users and staff, so that each volunteer and service user has a positive experience.

This policy is underpinned by the vision, mission and values of St. Michael's House.

Vision:

A society in which people of every ability can live the life of their choosing.

Mission:

SMH works with service users to understand their needs and wishes and help them achieve their goals:

"Your Life, Your Rights, Your Choices".

Values:

Respect, Kindness, Honesty, Excellence, Creativity

4.0 Principles of the Policy:

The principles of the volunteer programme are

- Welcoming and supportive culture of volunteerism will be promoted.
- Volunteers will be valued, respected and engaged in a positive way.
- Human rights, diversity, inclusivity will be at the centre of the volunteer programme.
- Rights of the service user to choose if they wish to engage with a volunteer will be respected.
- Volunteers will have meaningful roles that support service users to achieve their goals.
- Volunteers will not replace the work of paid employees.

4.1 Code of Conduct:

The Code of Conduct sets out the expectations and requirements that SMH feels it is reasonable to hold all volunteers to. Volunteers are required to be familiar with the Code of Conduct and at all times to abide by this Code of Conduct. Where a volunteer has failed to adhere to the Code of Conduct, their involvement with the organisation may be discontinued and relevant policies of SMH will be enacted as required.

- Volunteers and staff will show mutual respect towards each other at all times.
- The volunteer will operate under all policies and supporting procedures.
- Confidentiality will be maintained at all times in relation to service users' personal information.
- Volunteers and service users will respect each other's privacy and maintain appropriate boundaries.
- Volunteers are afforded positions of trust and influence. Physical aggression, verbal abuse or any inappropriate physical, verbal or sexual advances are totally unacceptable, and will result in termination of their volunteer role.

- Volunteers must take reasonable care of both their own personal health and safety and service user's who may be affected by their actions e.g. crossing the road in a careful manner and ensuring that the service user is supported in new situations.
- Volunteers must not present under the influence of alcohol or drugs.
- Volunteers must adhere to health and safety/infection control guidelines at all times.
- Punctuality and a commitment to their role should be adhered to by volunteers. Unscheduled absences may create unnecessary disappointment. In the event of having to cancel any appointment the volunteer must contact their mentor/designate to which they are assigned, or another relevant member of staff as soon as possible so alternate arrangements can be made.
- Volunteers must exercise discretion regarding the use of personal mobile phone while volunteering.
- SMH is a smoke free service; all volunteers are requested to adhere to this policy.

5.0 Persons Affected:

This policy applies to all staff, volunteers both formal and informal, service users and their families.

6.0 Relevant legislation, regulations and related policies, including guidance documents:

As a Section 38 disability support service involving volunteers, we are therefore required to abide by all relevant legal and regulatory requirements. For example:

- Children First National Guidance for the Protection and Welfare of Children 2017
- Data Protection Act (1998 NI/1998 AND 2003 ROI)
- Health Act 2007(Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013
- HIQA National Standards for Residential Services for Children and Adults with Disabilities January 2013
- HSE Safeguarding Vulnerable Persons at Risk of Abuse' – National Policy and Procedures' (2014, which will be referred to as the HSE National Policy and Procedures (2014)
- National Vetting Bureau (Children and Vulnerable Persons) Act 2012 (No. 47 of 2012).

The above list does not constitute a definitive list on the laws, standards, policies and procedures.

7.0 Procedures of Implementing the Policy:

7.1 1 Eligibility:

Potential volunteers must be over 18 years of age to be considered eligible for the volunteer programme unless they are part of a Transition Year Project.

7.1.2 Screening and Selection of Formal Volunteers:

SMH is committed to open and diverse recruitment of volunteers. SMH will strive to widely promote opportunities and implement a fair, effective and an open process in the

recruitment and selection of volunteers. All information received in this process is treated confidentially and in accordance with data protection legislation.

In order to support the safety and well being of service users, all who apply to be formal volunteers, including staff or retired staff, will be screened before being given a position as a volunteer with SMH. The following procedure will be used to screen and select volunteers:

- the applicant must complete an **Application Form**, **a Garda Vetting Invitation Form, provide photographic identification and proof of address** and furnish the **names/ addresses of two referees for those volunteering with adult services and three referees for those volunteering with children services**, none of whom should be related to the applicant.

- On receipt of **a completed application form** and **a Garda Vetting Invitation form,** the project co-ordinator will check references and process the Garda Vetting Invitation Form. Please note that applying for a volunteer role does not automatically guarantee that a volunteer role will be offered.
  Note: all volunteers are required to be re-vetted every three years

- If a suitable volunteer role is available, and if the option is of interest to the applicant, they will then be invited to come to a meeting with the project co- ordinator, a local staff member and if applicable the service user whom they may be supporting.

7.1.3 Support and Supervision:
It is important that each volunteer feels competent at and enjoys their voluntary role. Support and supervision are necessary if a volunteer is to understand the value and importance of their role within the organisation. Support will be provided by the project co-ordinator and the assigned mentor.

`7.1.3.1 Volunteer/service user/staff/project co-ordinator agreement:
An agreement between the volunteer, service user, an allocated staff representative and project co-ordinator must be signed prior to the commencement of the volunteer placement. (See appendix 1)

7.1.3.2 Mentor Appointed:
Each volunteer is appointed a mentor, this is a staff member who supervises the volunteer and who provides the necessary support, information and advice. In the event of having to cancel any appointment the volunteer must contact their mentor to which they are assigned, or another relevant member of staff as soon as possible, so alternate arrangements can be made and disappointments avoided.

7.1.3.3 Role Description:
All volunteers receive a role description upon commencement of their role. The role description specifies what the volunteer will be doing and the context in which the task will be carried out.

A role description will be agreed upon in consultation with the service user and the local staff member. This will outline the volunteer's role, responsibilities and their support member of staff (their Mentor).

7.1.3.4 Reviews:

A volunteer placement review will be set in the first three months in consultation with the project co-ordinator and the volunteer. The mentor and the service user may also be asked to attend. This approach of speaking with the stakeholders will ensure that the placement is right for everyone.

The review is an opportunity for both parties to highlight any difficulties that might exist, so that they may be addressed. The organisation will endeavour to treat any issues with regard to the volunteer in a fair and consistent manner. **Please note: The project co-ordinator will be available if any issues or queries arise in the interim.**

7.1.4 Training:

Training and support is an essential part of any volunteer programme. It is provided for the volunteer's benefit and for the well being of service users. Training appropriate to the volunteer role will be provided.

7.1.5 General Induction

The volunteer will be scheduled to attend a general induction session, which will be organised by the project co-ordinator or be provided with an induction pack, which will include the following:

- An introduction to the background and values of SMH
- Volunteering with SMH and its policies
- Rights based approach
- Person centeredness and community networking
- Hand hygiene and infection control
- Health and safety / risk awareness

Induction at Local Level:

- A tour of the relevant location
- An introduction to relevant staff members and service users
- The volunteer should be made aware of local procedures
- The mentor will explain the specifics of the role of the volunteer to local staff
- The mentor and the project coordinator will explain the specifics of the role to the volunteer
- The mentor will arrange further local training as required

In addition, volunteers will be offered and encouraged to take part in other ongoing relevant training/events, which will assist them in their role as volunteers.

7.1.6 Mandatory training must be completed prior to commencement of the volunteer role:

- Safeguarding Vulnerable Persons at Risk (on-line).

- Children's First (on-line).

Should a volunteer move to a new area within the organisation, appropriate induction and policy awareness will be provided.

7.1.7 Volunteers leaving the organisation:

7.1.7.1 Short Term Breaks:

If a volunteer needs to take time out due to personal circumstances, the organisation will of course facilitate this, but would welcome as much notice as possible, so that it can prepare the service user they are supporting for the pending absence. It may not be possible to keep a particular position open, but when a volunteer is ready to return, every effort will be made to either to return to the original volunteer role, or find a suitable placement.

7.1.7.2 Returning volunteers after more than one year:

Returning volunteers who have left the organisation, or have taken a break for one year or longer must go through the normal volunteer recruitment procedures.

7.1.7.3 Suspension of volunteer programme due to unforeseen circumstances:

If the volunteer programme has been suspended due to unforeseen circumstances of more than one year, the volunteer will have to go through the Garda vetting procedure and complete a return to volunteering form.

Mandatory training must be in date prior to re-commencement of volunteer role:

- Safeguarding Vulnerable Persons at Risk (on-line).
- Children's First (on-line).

7.1.7.4 Volunteers Retiring:

Service user's value consistent involvement by volunteers and as an organisation SMH encourages volunteers to commit to a certain period of time. However, due to the fact that a person's individual circumstances may change over time, their ability to act as a volunteer may also change. The organisation welcomes as much notice as possible to facilitate these changes.

When volunteers leave the organisation it is important that the PIC/mentor informs the project co-ordinator.

7.1.7.5 Exit Interviews:

Where possible, the project co-ordinator will carry out an informal exit interview with the volunteer who is leaving the organisation.

7.1.7.6 References:

Upon request volunteers may be furnished with a reference that states their role, and hours of volunteering, (see appendix 3).

7.1.7.7 Personal Care:

Volunteers are supernumerary and should not undertake personal care.

7.1.7.8 Infection Prevention and Control:

All volunteers must adhere to local policy guidelines when visiting a house or a centre, or accompanying a service user on outings. Restrictions may apply during certain times.

8.1 Volunteers supporting service users to access the community:

Leisure and recreational activities are seen as an integral part of the service user's life. It is essential that the activity be an enjoyable experience in the company of a volunteer whom the service user knows and trusts. The management team must be satisfied that the outing is properly organised, and that the volunteer who is supporting the service user complies with the following:

- The PIC/mentor may decide to send a staff member with the volunteer to provide help and support. This may be especially useful for initial outings and until a routine is established.
- Prior to an outing the PIC/mentor will ensure that the volunteer has a good knowledge of and a good relationship with the service user they are supporting. Volunteers will be made aware of any relevant information and what to do if a problem occurs.
- If a service user becomes unwell while in the company of a volunteer, immediate contact should be made with their home or day service. In the event someone from the organisation is not contactable/ responding, the volunteer should seek emergency medical attention.
- Relationships are important to service users and these outings encourage friendships, help build relationships, increase involvement and participation in the local community therefore it is imperative that staff support this endeavour.

8.3 Expenses:

Volunteers may be eligible for reimbursement of expenses **when approved in advance** by the PIC of the area where the volunteer is placed. The following are examples of items that may be reimbursable:

- Cinema tickets while out supporting the service user.
- Cost of materials for in-house activities.

Please note:

Travel to and from volunteering cannot be covered by the organisation**.**

8.4 Grievance:

In the event an issue or difficulty arises concerning the volunteer.

- All volunteers have access to a process to address any issues or difficulties about any aspect of their volunteering or how they are managed. If a volunteer is unhappy in their role, or have a grievance they wish to discuss, they may approach their mentor or the project co-ordinator.
- Volunteers can also access the Complaints and Compliments policy or complete the complaints form located on the SMH website.
- Volunteers who do not adhere to the volunteer code of conduct or who fail to perform their volunteer tasks satisfactorily may be asked to leave their position as a

volunteer. Volunteer involvement will not be ended until the volunteer has an opportunity to discuss the reasons for being asked to leave with the project co-ordinator. Grounds for being asked to leave include, but are not limited to, the following:

- Breaches of confidentiality.
- Breaches in safeguarding.
- Failure to complete duties to a satisfactory standard.

- When a volunteer is asked to leave this will be communicated both in person and in writing to the individual by the project co-ordinator. If a volunteer is deemed to have behaved with detriment to SMH and its reputation, and to the health and safety of others involved in the organisation, SMH reserves the right to end its relationship with the individual with immediate effect.
- The volunteer always has the right to appeal to the Director of Support Services, if appropriate.

8.5 Social Media:

Volunteers are asked not to use the organisation's name, logos, images or comment on behalf of St Michael's House on any website without prior approval from the SMH Communications Dept. Volunteers are also not permitted to post photos, videos, or personal information on, or about service user /s on their personal social media pages without prior approval / consent from the SMH Communications Dept and from the service user /s.

8.6 Confidentiality:

Confidentiality means that volunteers do not divulge any private details or confidences that they become aware of during their time with SMH. While volunteers may be entrusted with some information of a confidential nature, there will be other private details which staff will not be able to divulge. Please respect this necessary restriction and do not feel slighted by any restrictions.

The volunteer will be asked to sign a volunteer agreement and statement regarding confidentiality on commencement of their volunteer role. (Appendix 2).

8.7 Safeguarding:

St. Michael's House adopts the approach that the key to the successful safeguarding of vulnerable persons is an open culture with a person-centred approach to care/support, underpinned by a no tolerance policy towards abuse and neglect. St. Michael's House will take all reports/concerns of abuse and neglect seriously. St. Michael's House is of the view that any form of behaviour which undermines the physical, sexual, emotional and/or financial well-being of those in receipt of services and supports is unacceptable and must not, therefore, be ignored. This includes incidents of peer to peer interactions and/or behaviour that challenges that adversely affect service users.

St. Michael's House expects all volunteers to take all possible actions to prevent the abuse and neglect of all people receiving services and supports, and to take every care to protect service users from abuse and neglect. It is required that all volunteers report any instances of abuse and neglect or any concerns about the possible occurrence of abuse and neglect. It

is expected that volunteer will give full co-operation with any preliminary screening or investigation, which St. Michael's House undertakes into alleged abuse.

Volunteers must first report any concerns, suspicions or allegations of abuse and neglect to their mentor or another member of staff if their mentor is unavailable. The staff member must then follow the procedures outlined in SMH policy: Safeguarding-Policy and Procedures for the Safeguarding of Adults at risk of Abuse and Neglect.

The Designated Officer will be available to all volunteers to provide information and/or support if they wish to express concerns or report allegations of abuse or neglect.

All volunteers will be provided with St Michael's House Policy and Procedure for the Safeguarding of Adults at risk of Abuse and Neglect.

8.8 Insurance:

All volunteers involved in voluntary work in any part of the organisation are covered by SMH insurance and/or when accompanying service users on outings. Volunteers also have responsibility to act reasonably and to take due care at all times.

Occasionally, volunteers may use their private vehicles during the course of their voluntary work, e.g. to collect a service user, who may not have access to any other form of private/public transport, or leaving someone home. It is important to remember that it is the volunteer's own motor insurance policy, which provides cover in this instance. The use of the volunteer's car for this purpose is likely to be covered by the existing Social and Domestic clause of their motor insurance policy. However, volunteers planning to use their private motorcars must notify their insurance company of such usage, and forward a copy of the insurance company's response to the project co-ordinator before they use their own vehicle (or vehicle on which they are a named driver) in the course of your volunteering.

Documents to be sent to the project co-ordinator are

- a copy of the volunteer's driver's licence
- an insurance indemnity form from the volunteer's insurance company.

Organisation's Car:

Volunteers with the permission from the local PIC may apply to drive the organisation's cars while engaged as a volunteer.

The volunteer must be over the age of 23 with full clean driver's licence for 2 years and participate in an in- house driving assessment prior to taking up the volunteer driver role. This assessment will be carried out by the Transport Department.

Responsibilities and duties of drivers are outlined in the Driving at Work Handbook which volunteer drivers will receive and in addition all volunteer drivers should;

- Complete the insurance questionnaire and submit the necessary documentation for approved drivers listing to the Central Transport Department on an annual basis and before taking up driving duties.
- Comply with St. Michael's House Policies regarding 'Mobile Phone" and 'Substance Use and/or Abuse Policy (Alcohol and Drugs).

- Are medically fit to drive.
- Adhere to the rules of the road at all times.
- Are alert to safety of Passengers at all times and ensure guidelines are followed with regard to the wearing of seatbelts and clamping of wheelchairs whilst driving.
- Carry out daily driving checks in compliance with RSA regulations to ensure that the vehicle they are driving is fit for its purpose and roadworthy. Inform the relevant people if they become aware of any faults with the Vehicle (see drivers handbook for details).
- Report any accidents or incidents whilst driving on St. Michael's House business on the appropriate forms available on the Intranet; A) Accident / Incident Eform and B) Motor Incident Report Form (for insurance purposes).
- Comply with local safe systems and risk assessment requirements for driving at work activities.

9.0 Detail of Policy Development/ Review process:

This policy was developed by the project coordinator in line with best practice for volunteer involvement.

Consultation with Service Users

Volunteer involvement can only proceed with the informed consent of the service user/s that they will support. Consequently the service user information and consent form for volunteer involvement is currently going through a consultation process with service users and is subject to amendments. See appendix 4 for the first easy read consent form for volunteer support for use.

Consultation with other relevant stakeholders

- SLT gave guidance on the development of the easy read consent form and are supporting the consultation process with service users.
- The designated officer provided guidance on matters relating to safeguarding
- Persons in Charge from residential and day services provided insights into the procedures on implementing the policy

Review of relevant documentation including legislation, regulations, national policies, guiding principles-

The regulations, standards and relevant guidance documents available when preparing this policy were reviewed. Volunteer policies from other disability supporting organisations were also reviewed.

Relevance of Children's Services/ Progressing Disabilities/ Adult Services

This policy is relevant to children's service, progressing disabilities and adult services, volunteers can support people with disabilities live a life of their choosing and can support the realisation for example of articles 19, 20, 21, 24, 25, 27, 29,30 under the UNCRPD.

10.0 Roles and Responsibilities:

Mentor to the volunteer:

Every volunteer will be allocated a mentor; the mentor may come from variety of roles, but will be linked to the area that the volunteer is engaging with. The project coordinator will

meet with the mentor to discuss their role and ensure that they understand their responsibilities.

The mentor's core role is to provide support to the volunteer in the following ways:

- Ensuring that appreciation is shown to the volunteer for their time and commitment. The mentor should ensure that there is a welcoming and supportive environment for the volunteer. Saying 'thank you' after each session and showing that the commitment of the volunteer is highly valued and is important.
- The mentor or their designate should link in with volunteer on a regular basis, at least once per month.
- Provide advance notice to the volunteer if the planned activity is cancelled.
- Ensure open communication is maintained between staff, the project co-ordinator, and the service user.
- Inform project co-ordinator when the volunteer decides to take a break or leave their volunteer role.
- Ensure the volunteer is made aware of local policies.
- Seek to endeavour that minor issues be addressed as they arise at a local level, and if they can not be resolved, then they must contact the project co-ordinator.
- Ensure right support structures are in place to support the best outcome for the service user and the volunteer. Staff are key to supporting the service user build a relationship with their new volunteer. Initially this may involve staff working alongside the volunteer for the duration of the initial volunteer sessions. This should happen in a creative and supportive manner.

The Project Co-ordinator has the responsibility for:

- General management of volunteers within the organisation.
- Sourcing and recruitment of volunteers.
- Interviewing potential volunteers.
- Appropriately matching and placing volunteers.
- Liaising with the mentor in designing role descriptions.
- Ensuring that all volunteers receive and read the volunteer policy; all required forms are completed including, confidentiality agreement and the volunteer agreement.
- Carrying out volunteer reviews.
- Monitoring and supporting the volunteer in their role.
- Offering appropriate training.
- Recognising and acknowledging volunteer efforts.

10.0 Dissemination and implementation

A hard copy of this policy will be provided to every volunteer upon commencement of their volunteer role; it will also be available to access from the SMH Intranet Policies and procedure folder. Details of the policy will be covered in the volunteer induction session.

11. Appendices:

Appendix 1: Volunteer Agreement

Appendix 2: Volunteer Confidentially Agreement

Appendix 3: Volunteer Reference Template

Appendix 4: Service user consent form for volunteer support
Appendix 5: Staff / Service user request for volunteer support

Appendix 1: Volunteer Agreement – Rights and Responsibilities:

Volunteers' Rights:

- To know if, and how, they are being selected.
- To be given a meaningful role.
- To know what is expected from them.
- To be offered appropriate training.
- To be thanked and have their voluntary contribution recognised.
- To receive supervision and support.
- To know who to go to if there is a problem.
- To be reimbursed for pre-approved expenses.
- To be treated fairly and not to experience discrimination.
- To have safe working conditions.
- To be able to say "no" and to leave without feeling guilty.

Volunteers' Responsibilities:

- To respect the values and aims of the organisation.
- To respect the privacy and dignity of the service user.
- To be committed, reliable and punctual
- To give the organisation sufficient warning if unable to turn up.
- To attend essential training and support sessions.
- To respect confidentiality.
- To inform the volunteer co-ordinator when taking a break or leaving their volunteer role.
- To exercise discretion regarding the use of personal mobile phones.
- The volunteer will operate under all policies and supporting procedures and guidelines asked of them.

PLEASE NOTE:

Volunteers' personal details will never be shared with a third party without their permission. From time to time, SMH would like to send volunteers information relating to the work of SMH or other relevant information/invites to conferences/ fundraisers/events which could be of interest to them.

Please tick the box if you would like to receive such information/invites □

Please tick the box if you would NOT like to receive such information/ invites □

Signed: _____ Print name: _____

Date: _____

Service User and Staff Agreement - Roles and Responsibilities:

- It is important that appreciation is shown to the volunteer for their time and commitment.
- There should be a welcoming and supportive environment for the volunteer; saying 'thank you' after each session and showing that the commitment of the volunteer is highly valued.
- The mentor/designate mentor should link in with volunteer on a regular basis, at least once per month.
- Advanced notice to the volunteer if the planned activity is cancelled.
- Open communication should be maintained between staff and the project co-ordinator and the service user.
- The project co-ordinator should be informed when the volunteer decides to take a break or leave their volunteer role.
- The volunteer should be made aware of local policies.
- It should be endeavoured that minor issues are addressed as they arise at a local level, and if they can not be resolved, then they must contact the project co- ordinator.
- Staff are key to supporting the service user build a relationship with their new volunteer. Initially this may involve staff working alongside the volunteer for the duration of the initial volunteer sessions. This should happen in a creative and supportive manner.

On behalf of all staff	**Service user**
Print name: _____	Print name: _____
Signature: _____	Signature: _____
Date: _____	Date: _____

Project Co-ordinator Agreement – Roles and Responsibilities:

The project co-ordinator has the responsibility for:

- Sourcing and recruitment of volunteers.
- Interviewing potential volunteers.
- Matching and placing volunteers.
- Liaising with the mentor in designing role descriptions.
- Ensuring that all volunteers receive and read the volunteer policy, confidentiality agreement and the volunteer agreement.
- Carrying out volunteer reviews.
- Monitoring and supporting the volunteer in their role.
- Offering appropriate training.
- Recognising volunteer efforts by inviting the volunteer to events/ conferences within the SMH.
- General management of volunteers within SMH.

Day to day support is provided at local level; however, the project co-ordinator is always on hand if issues arise and can be contacted at the below telephone number.

Rhoda Judge can be contacted at rhoda.judge@smh.ie | 086-1364749

Print name: _____

Signed: _____

Date: _____

Appendix 2:
Volunteer Confidentiality Agreement

Confidentiality means that you do not divulge any private details or confidences that you become aware of during your time with the SMH. While you may be entrusted with some information of a confidential nature, there will be other private details, which staff will not be able to divulge. Please respect this necessary restriction.

Please read the confidentiality agreement below and sign at the foot of the page, thank you.

I agree to abide by all the policies and procedures of SMH.

- I will hold in strict confidence any personal information concerning service users and privileged or sensitive information regarding the organisation. I will not divulge such information to any unauthorised person or organisation, or discuss such information in any public areas. I will only use the personal information for the purpose/duration for which it was provided to me.

- I have read and discussed with the project co-ordinator/liaison person the contents of the Volunteer Policy and I have been made aware of the related policies:
  - Safeguarding of Adults at risk of Abuse
  - Children's First
  - Records and Retention
  - Falls Policy – slips, trips and falls management.

Please note that this list is not exhaustive.

<u>Also note that the area in which the volunteer is placed will have specific protocols and procedures, volunteers should become familiar with these.</u>

- I have received my role description and I have read and discussed it with the project Co-ordinator /liaison person.
- I understand that in the event of my non-compliance to any of the above, I may be asked to discontinue in my role as volunteer.
- SMH assures that all information collected will be stored and managed with due regard to supported persons' confidentiality and in line with best practice and the Data Protection Acts 2003, 1988 & 2018

- SMH assures all volunteers that any personal information held on them will only be used for the purpose and duration for which it was collected for. The organisation upholds the privacy and safety of all staff and volunteer personal information in line with best practice and the Data Protection Acts 2003, 1988 & 2018.

For further information please see St Michael's House Records and Retention Policy.

_____ _____

Signed Volunteer Print name

_____

Date

Appendix 3 Volunteer Reference Template

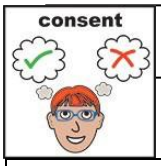
Date:

To whom it may concern

This is to confirm that *name of volunteer* volunteered as *role* from _____ to _____, volunteering *X hours per week.*

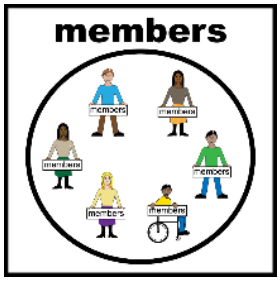
Kind regards

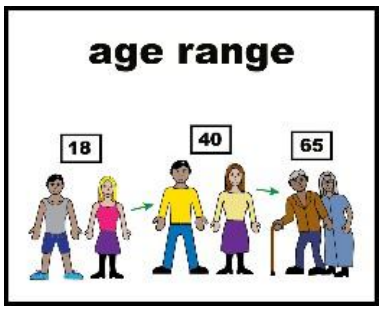
Project Co-ordinator



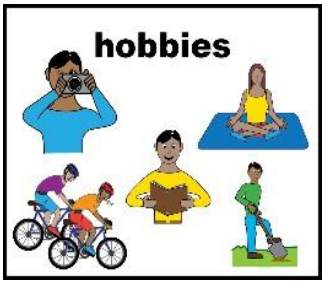
Appendix 4

Consent Form for Volunteer Support

	**Who is a volunteer?**
	**A volunteer is a person who doesn't work for St Michael's House** **a member of the community**
 	**Volunteers spend time with you doing things you like**
	**Volunteers do not get paid**



The project coordinator will try to match you with a volunteer that likes to do the same things and is close in age

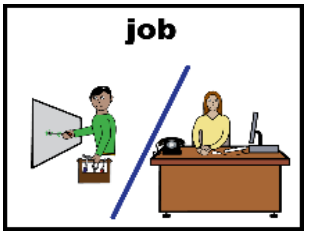


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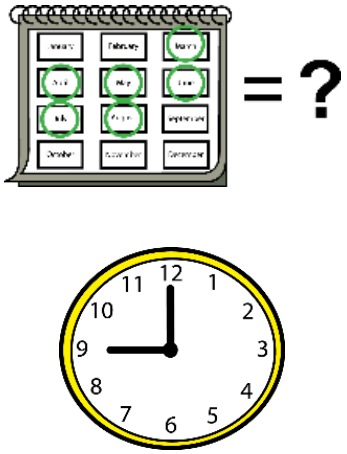
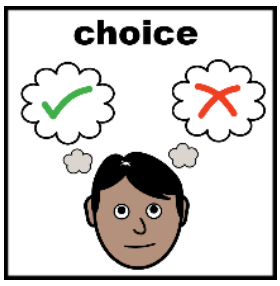
A volunteer might go with you to your activities in the community

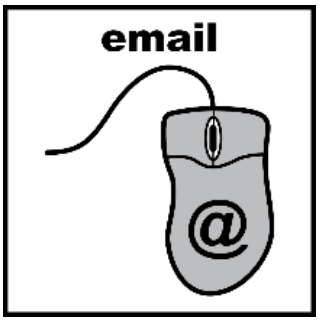
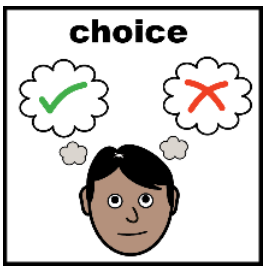




Or

spend time with you in your home or day service or job

	**Volunteers come on different days and times**
	**You can choose if you would like to spend time with a volunteer**
	**To match you with a volunteer you will be asked about your interests**
	**This is Rhoda Judge** **Rhoda is the project coordinator**

	**If you have any more questions and would like to hear more about the volunteer programme** **Email Rhoda** Rhoda.judge@smh.ie **Or**
	**Call Rhoda** **086-1364749**
	**Would you like to have a volunteer support you?**
	**Please tick √ Yes or X No**

	**Yes** √
	**No** X
	**Signed**
	**Date**

Appendix 5

St. Michael's House

Staff / Service User Request for Volunteer Support

Check list when applying for Volunteer Support

- St. Michael's House works in partnership with service users and recognises that the primary purpose of the organisation is to support them to live a life that they choose. As a result volunteer support can only proceed with the informed consent of the service user/s that they will support.
- The contents of the request for volunteer support form will contribute directly to the volunteer role description therefore it is essential that the person with whom the volunteer will be supporting contributes to this form.
- Every volunteer will be allocated a mentor; the mentor may come from variety of roles, but will be linked to the area that the volunteer is engaging with. The mentor's core role is to provide support to the volunteer.
- It is a regulation requirement that all volunteers should have an appropriate role description
- To ensure that the volunteer has an appropriate role please define the "Role" to be done as specifically as possible. If an assignment cannot be described in writing, it is probably not an appropriate role.
- It is very important to define clear boundaries: there must be clarity about each volunteer role and clearly defined and transparent lines of communication and accountability. All staff should be informed of the Role to be played by the volunteer/s.

If you have any queries please do not hesitate to contact me.

Requesting Volunteer Support is not a guarantee that a Volunteer will become available

Thank you,

Rhoda Judge
Project Co-ordinator
St. Michael's House | Ballymun Road| 086 1364749 | Rhoda.judge@smh.ie|

Please ensure all questions are answered and form signed, thank you

Date: _____ Area: _____

Volunteer Role Title (e.g. befriender, artist, musician): _____

Area Description: (Briefly describe the aims of the area where the volunteer will be located)

_____
_____
_____

Outline of the Volunteer's Role & Responsibilities :(Outline the activity and list tasks)

_____
_____
_____
_____

Personal qualities/skills required by the Volunteer: (Outline the essential/desirable personal qualities, skills and knowledge/ qualifications needed for the role).

_____
_____

Time Commitment (please indicate general expectation):

_____

Name of Mentor for Volunteer: (Ensure there is a designated staff member in the absence of the Mentor)

_____

Name of designate

_____

Any other information deemed relevant:

_____
_____
_____

Signed: _____ Date: _____
Manager

Date Received: _____