



### **Aware Volunteer Policy**

Created by:	Aware
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Reviewed by:	Emma Barnes
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### **Vision Statement**

Aware undertakes to create a society where people affected by stress, depression, bipolar disorder, and other mood related conditions are understood, supported, free from stigma, and are encouraged to access appropriate therapies.

### **Aware Objectives**

- To inform and educate on the nature, extent and consequences of depression and bi-polar disorders
- To provide emotional and practical support to those affected by depression, bipolar disorder, and related conditions
- To provide positive mental health and resilience training
- To support research into the development and treatment of depression and related issues

### **Aware Ethos**

Aware's approach to every aspect of its work is that of unconditional positive regard for the individual. This ethos of mutual respect and acceptance extends to all – staff, volunteers and those who use our services.

### **Confidentiality**

Every person who comes to Aware can expect to do so in the knowledge and assurance that what they disclose will not be passed on to third parties outside the organisation unless a disclosure is held within the normal limits of confidentiality. This principle is considered paramount and must be upheld at all times by all volunteers and staff. Details of the limits of confidentiality are explained in our ***Confidentiality and Risk Management Policy*** (Updated April 2021)

<https://www.aware.ie/about/privacy-policy/#Confidentiality%20Statement>

Confidentiality also applies within Aware itself, so that matters of personal disclosure may only be discussed internally in the context of support, evaluation or in relation to the application of the disclosure where confidentiality is limited, and a report may have to be made to relevant external statutory agencies. Any such breach of confidentiality

will lead to disciplinary proceedings. Specific or legal guidelines may exist relating to confidentiality in any particular area of the organisation. (See 1.8)

### **Child Protection and Welfare**

Aware is compliant with Children First and has a ***Child Safety statement, Risk Register*** and ***Child Protection and Welfare Policy***. All staff and volunteers adhere to this policy.

### **Safeguarding Vulnerable Adults at Risk of Abuse**

Aware implements the guidance held within the Safeguarding Vulnerable Adults at Risk of Abuse policy 2014. Aware has adopted a Risk Register. All staff and volunteers adhere to this policy.

### **Volunteering Definition**

‘Volunteering is the commitment of time and energy for the benefit of society, local communities and individuals outside the immediate family, the environment or other causes. Volunteer activities are undertaken of a person's own free will, without payment’. ***The White Paper Supporting Voluntary Activity (2000)***

### **Volunteer Involvement**

Volunteers are a valuable and vital resource without which Aware could not provide its services. Volunteers are encouraged to get involved at all levels of the organisation. They bring a unique and valuable perspective that enrich the services we offer. Aware commits to train and support its volunteers to the best of its abilities, and to act quickly and fairly if difficulties arise. One objective of this document is to present a model of best practice in volunteer involvement.

### **Equality and diversity**

At Aware we believe equality and diversity are central to our ethos. We encourage applications from people of all backgrounds and cultures. See ***Equality and Diversity Policy***:

[https://www.aware.ie/images/uploads/general/Equality and Diversity Policy July18.pdf](https://www.aware.ie/images/uploads/general/Equality%20and%20Diversity%20Policy%20July18.pdf)

## **1. General principles**

### **1.1 Purpose of document**

The purpose of this internal document is to provide guidance on all aspects of volunteering at Aware. It supplements other Aware policies and procedures, our definition of volunteering, our mission statement, ethic, and our values. These procedures apply to all volunteers who undertake tasks on behalf of and at the direction of Aware.

### **1.2 Responsibility**

Aware service managers\* are responsible for ensuring that the policy and the procedures in this document are implemented fairly, efficiently, and effectively. All staff and volunteers, including the Board of Directors, are expected to facilitate this process.

### **1.3 Volunteer/Staff Relations**

Aware recognises the importance of equality and partnership between staff and volunteers and that everyone has a meaningful role to play within the organisation.

### **1.4 Volunteering conditions**

Volunteers are treated as full members of the Aware team in that they can expect to enjoy parity of esteem with all other colleagues, on a basis of equality and fairness. They participate in the organisation's functions and decision-making processes. Volunteers are provided where possible, with workspace and have access to equipment and facilities necessary to volunteer effectively and comfortably, as resources permit.

### **1.5 Volunteering times**

Volunteering times are negotiated between the service manager and the volunteer and are as flexible as the tasks allow. While voluntary time commitment is never expected to match that of full-time staff members, unscheduled absences create organisational problems and may directly affect the standard of services provided. When expecting to be absent, volunteers undertake to look for cover among peers. If unsuccessful, they will inform their service manager, urgently, so that alternative arrangements can be made. For scheduling purposes volunteer contact details are shared among the volunteer team.

### **1.6 Appropriate behaviour**

Volunteers operate within the policies, procedures, and ethos of the organisation. Such policies may include existing guidelines, code of practice or manuals relevant to the volunteer's specific area of practice.

### **1.7 Representation of Aware**

As representatives of the organisation, volunteers are responsible for presenting a positive image of Aware and to contribute in a constructive manner within the

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\* Service manager in this document refers to and is understood to mean Support & Self Care Group Coordinator, Support Line and Support Mail Manager, Education and Online Services Manager or another appointed person.

organisation. Volunteers must seek prior approval from their service manager before undertaking any activity that might impact the organisation. This includes, but is not limited to, statements to the press, joint initiatives with other bodies and agreements involving contractual or financial obligations. See ***Volunteer Code of Practice*** <https://volunteer.aware.ie/wp-content/uploads/2014/06/Code-of-Practice-July18.pdf>

### 1.8 Confidentiality

Aware respects the volunteer's right to privacy and confidentiality. In turn, volunteers are responsible for maintaining the confidentiality within the normal limits, as set out in the Aware ***Confidentiality and Risk Management Policy***, of all privileged information to which they are exposed while volunteering with the organisation. This responsibility also extends beyond the volunteers' time and service with Aware.

### 1.9 Records & Data

A system of records and data is maintained on all volunteers in our CRM (Client Relationship Management database) which includes contact details, references and certifications and are maintained according to General Data Protection Regulation (GDPR). CRM details are regularly reviewed and updated by members of the staff team in compliance with GDPR.

### 1.10 Data Protection

Aware accepts full responsibility for the handling of all personal data disclosed to the organisation and comply fully with our obligations under GDPR when handling such data.

As a responsible data controller Aware will:

- Obtain and process information fairly
- Keep information for only one or more specified and explicit lawful purpose
- Use information and disclose it only in ways compatible with these purposes
- Keep information safe and secure
- Keep information accurate, complete, and up to date
- Ensure that information is adequate, relevant, and not excessive
- Retain the information for no longer than is necessary for the purpose or purposes for which it was originally obtained
- Give a copy of his/her personal data to an individual on request

### 1.11 Service at the discretion of Aware

Any voluntary service is at the discretion of Aware. Aware may, at any time decide to terminate a volunteer's relationship with the organisation if it is considered that the relationship is no longer assisting Aware to meet its objectives. Similarly, volunteers may at any time, for whatever reason, decide to discontinue their relationship with the organisation. Notice of such decisions should be communicated at the earliest opportunity, preferably in writing.

## 2. Recruitment

### 2.1 Eligibility

Aware welcomes volunteers from all walks of life and backgrounds with a broad range of skills and experience. Individuals must be able to demonstrate a commitment to the aims of the organisation and may only be recruited if their needs as volunteers match the needs of the organisation.

### 2.2 Applications

Volunteers are recruited on a pro-active basis by the organisation using a range of publicity avenues that are suitable for the roles that need to be filled. Volunteers are recruited in accordance with Aware's **Equality & Diversity Policy** and are required to complete an application form.

### 2.3 Interviews

Applicants are short-listed and suitable candidates are invited to interview with an Aware representative, to ascertain their interest in, and suitability for the role.

### 2.4 Children First online training

As part of the recruitment process all volunteers must complete **Children First** online training and submit their Certificate to Aware.

### 2.5 Safeguarding Vulnerable Adults at Risk of Abuse online training.

As part of the recruitment process all volunteers must complete **Safeguarding Vulnerable Adults at Risk of Abuse** online training and submit their Certificate to Aware.

### 2.6 Checks for suitability

Each applicant must supply two references from suitable sources. The references must include the telephone number and email address of the referee so that references can be checked. The volunteer's appointment to the role will be subject to receipt of two satisfactory references.

### 2.7 Garda Vetting

In order to protect the individuals who, use Aware services, all volunteers and staff with relevant roles are subject to vetting by An Garda Síochána. Volunteer applicants will be asked to complete an invitation to Garda vetting form and consent to the disclosure of information to Aware. Similarly, all existing volunteers are subject to vetting at regular intervals (3 years) during their service with Aware. Failure to consent to Garda vetting or to supply the requested details will result in the candidate being refused an opportunity to volunteer with Aware. Completed Garda vetting invitation forms must be submitted to [gardavetting@aware.ie](mailto:gardavetting@aware.ie) prior to training.

All Garda disclosures to Aware are treated in strict confidence (see 1.8) - any that are deemed of serious concern will be discussed with the volunteer themselves in the first instance.

If a candidate has convictions this will be alerted to the Director of Services, Designated Liaison Person, and the Service Manager. A decision on the candidate's suitability will be made by them on a case-by-case basis.

### 2.8 Volunteer Agreement

Each volunteer is required to sign a Volunteer Agreement before commencing voluntary work at Aware. All roles are subject to a six-month probation period, where any issues should they arise can be managed in a timely fashion (see 1.11)

### 2.9 Role descriptions and specifications

Role descriptions have been developed for each volunteer role. This includes the title of the volunteering role and a clear and accurate description of the tasks and responsibilities the volunteers are expected to undertake, benefits, hours, and details of service manager. It also includes a brief person specification. A copy of relevant role description is in the training manual and available on the website.

### 2.10 Conflict of Interest

No person who has a conflict of interest with any aspect of the organisation will be accepted as a volunteer. The level and impact of such conflict will be assessed by Aware on a case-by-case basis. Should a conflict of interest arise during a volunteer's service with Aware, the volunteer may be asked to step down.

### **3. Training**

#### **3.1 Initial training**

All volunteers receive training when they begin voluntary work with Aware. This consists of a general introduction to the organisation, as well as a specific orientation on the purposes and requirements of their volunteering role and training and practice in the skills and knowledge required to carry out their role effectively. Volunteers must attend all elements of initial training before commencing in the role.

#### **3.2 On-going training**

Volunteers receive initial and ongoing training to provide them with the information and skills necessary to perform their tasks. The training will be appropriate for the demands of the position and the responsibilities of the volunteer. Volunteers are obliged to attend regular annual training including a minimum of one mandatory event. Both formal\* and informal† training will be made available. In addition, volunteers are required to utilise other informal training opportunities during the year.

On-going training is essential in maintaining the integrity of these services while providing up-to-date skills and development for the volunteers. A record of all training completed by volunteers will be maintained and reviewed to ensure volunteers are participating in adequate training. It is essential to Aware that volunteers feel supported in their work, and this is achieved through on-going training and communication.

#### **3.3 Personal Development**

Volunteers are encouraged to develop their skills while involved with the organisation and are encouraged to assume additional and broader responsibilities over time if they wish to do so. Volunteers may avail of training opportunities outside the organisation (e.g., lectures, courses etc.)

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\* Formal training may include national, regional or local training provided by Aware.

† Informal training may include attendance at meetings, lectures or other events organised by Aware.

## 4. Support and Recognition

### 4.1 Support

Aware commits to provide the support necessary to encourage and empower volunteers to make a meaningful contribution, and to benefit from their voluntary work. Support will take a number of forms including regular volunteer group meetings which may be supplemented by one-to-one meetings with the service manager where and if necessary. These supports will provide volunteers with a safe environment in which to express concerns, and to discuss any issues relating to their role. The service manager and training officer will be available to volunteers who require support in areas that are affecting their performance.

### 4.2 Recognition

Aware could not provide its services without its volunteers. It is essential that their efforts are recognised and rewarded. Aware staff members are responsible for thanking all volunteers informally on a regular basis for the valuable contribution that they make to the organisation. The service manager is responsible for ensuring that more formalised recognition takes place at key times.

- All volunteers will be presented with a service recognition pin after completing 3/10/20 years' service with Aware
- The service manager will arrange at various intervals throughout the year an opportunity for volunteers to meet, allowing for review of practice and the development of rapport and morale between volunteers and service manager
- Once volunteers have completed their 18-month commitment, have attended initial and ongoing training they will be presented with a Recognition Award outlining they have completed the initial commitment to Aware

### 4.3 Expenses

Volunteers give their time and skills free of charge. If from time to time a volunteer incurs costs outside of their usual level of involvement, then Aware offers to reimburse any such out-of-pocket expenses provided they have been agreed in advance with the service manager and valid receipts are provided. Current rates and procedures for claiming expenses can be provided by the service manager. Claims must be made by volunteers within three months of outlay.

### 4.4 References

Where a volunteer requests a reference from Aware, whether for employment or other purpose, a statement of fact will be provided by the service manager. A statement of fact can only be provided once the volunteer has completed all initial training and their six-month probation period. On leaving the organisation each volunteer is provided with a statement of fact. Aware is not in a position to provide character references.

4.4.1 Statement of fact – Aware provides support for people experiencing depression, anxiety, bipolar disorder and related conditions and their families. The volunteer role description requires volunteers to be active listeners, willing to learn, empathetic with good time management skills.



The statement of fact will confirm initial/ongoing training attended, that the volunteer was Garda Vetted, completed Children First online training, Safeguarding Adults at Risk of Abuse online training and whether to-date commitment to the service has been met.

## 5. General Procedures and Communication

### 5.1 Quality of communication

Aware seeks to communicate effectively with volunteers via a range of methods utilizing technology and in person communications including the newsletter, the website, education days, team meetings, training sessions and one-to-one interactions between service managers and volunteers. However, good communication must be two-way and is the responsibility of each volunteer and the service manager. To be effective it should exist both formally and informally. Volunteers will have access to all appropriate information, memos, materials, and meetings relevant to their role and have the necessary technical skills to allow them to engage effectively. Volunteers will be consulted on decisions that would substantially affect their volunteering conditions.

### 5.2 Service managers

Each volunteer will have a clearly identified service manager to whom they are accountable for the performance of their role and who will provide guidance, support, and evaluation for that volunteer. The reporting lines will be clearly communicated and understood at initial training and outlined in the Volunteer Agreement.

### 5.3 Mutual Feedback

Volunteers receive regular appraisals of their work, based on their role descriptions. The sessions provide valuable feedback to the volunteer, may suggest any changes in volunteering style, and seek suggestions from the volunteer on means of enhancing their participation within Aware.

### 5.4 Reallocation of a volunteer

Depending on the ongoing needs within Aware services and programmes, a discussion may take place between a service manager and volunteer about their reallocation or change in work practice within the organisation.

### 5.5 Supportive action

If appropriate, supportive developmental actions may be taken once concerns are identified. Examples include suggestions for improved practice within the Aware framework, the organisation of training for an identified need or the conclusion of the volunteer commitment to the charity.

### 5.6 Concerns and grievances

If volunteers are not satisfied that issues relating to their volunteering are being handled appropriately, they can in the first instance discuss this with their service manager to resolve the situation satisfactorily.

In the event of a complaint arising *against* a volunteer, a meeting with the volunteer and service manager will often lead to resolution. At this meeting, the volunteer is entitled to be accompanied by another impartial volunteer of their choice. Failing this, the volunteer can put in writing their concerns and they will be dealt with in line with Aware's **Complaints Policy**. <https://www.aware.ie/about/complaints-policy/>

### 5.7 Taking time out.

Volunteers are expected to meet the commitment made in their Volunteer Agreement. From time-to-time volunteers may become unable to continue volunteering with Aware. Aware will do its best to accommodate such instances, however, where absence is frequent and extensive, the service manager and volunteer may need to review the feasibility of a long-term commitment to Aware. See **Healthcare@Aware** <https://volunteer.aware.ie/wp-content/uploads/2014/06/Healthcare-at-Aware-July18.pdf>

### 5.8 Retraining after extended absence.

Where a volunteer has been absent for an extended period, they will be required to undertake training including role plays or other experiential work to help them readjust to volunteering. This will be organised with the individual volunteer and their service manager and the training officer.

### 5.9 Stepping down a volunteer.

Volunteers who do not adhere to the Aware's **Code of Practice** or who fail to perform their work satisfactorily after support and guidance from the service manager may be asked to step down from volunteering with Aware. No volunteer's involvement will be terminated until the volunteer has had an opportunity to discuss the reasons for their stepping down with their service manager. Grounds for stepping down include, but are not limited to, the following:

- gross misconduct
- being under the influence of drugs (including alcohol)
- theft
- misuse of equipment and/or materials
- abuse of service user and/or co-volunteer/ staff
- breach of confidentiality
- failure to supply a satisfactory Garda vetting application form and documentation
- failure to undertake and supply Children First Certificate
- failure to undertake and supply Safeguarding Adults at Risk of Abuse Certificate.
- failure to abide by Aware policies and procedures
- failure to complete duties to a satisfactory standard
- acting in a way that is detrimental to the interests of Aware

Should a volunteer feel they have been subject to unfair treatment, they may appeal the decision to the Board of Aware. The appeal is to be made in writing within one month of the being asked to step down.

### 5.10 Leaving Aware

Where possible, informal communications are held with volunteers who are leaving the organisation. Each volunteer is sent a thank you letter, a statement of fact and feedback form. The feedback form ascertains why the volunteer is leaving, to hear about their

overall volunteering experience and any suggestions they may have to offer to Aware to further enhance and develop the volunteering experience.

## **6. Health & Safety**

### 6.1 Health & Safety

Volunteers are required to familiarise themselves with the **Health & Safety policy** of Aware and adhere to procedures.

### 6.2 Self-Care

Given the nature of the work that Aware undertakes, each volunteer has a responsibility to exercise self-care in relation to his or her own work. Dependent on the area of work, self-care tools, techniques and training may be provided to volunteers, and they are encouraged to utilise these where practical. Aware recognises that self-care throughout the organisation is paramount and commits to nurturing an environment of peer support and care. (See **Healthcare@Aware**).

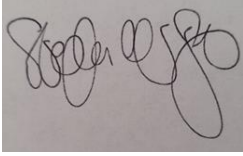
### 6.3 Insurance

Insurance is provided by Aware to cover all volunteers working on behalf of and at the direction of the organisation. This cover applies to the place or premises where Aware's work is carried out. It does not extend to motor insurance or to travel to and from their voluntary work.

### Additional Information

Healthcare at Aware  
Equality & Diversity Policy  
Health & Safety Policy  
Complaints Policy  
Volunteer Agreement  
Volunteer Code of Practice  
Confidentiality and Risk Management Policy  
Child Safeguarding Statement  
Child Protection and Welfare Policy  
Risk Registers

Reviewed by:



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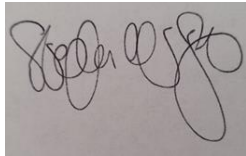
Stephen McBride  
Director of Services

Emma Barnes

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Emma Barnes  
Volunteer Training and Online Support

Date: 1<sup>st</sup> June



Approved by:

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Stephen McBride

Date: 1<sup>st</sup> June