



Dementia Support East Sussex

Volunteer Policy

1. **DEMENTIA SUPPORT EAST SUSSEX** aims to recognise the added value that volunteers bring to our organisation and those who use our services. Volunteer involvement in this organisation does not replace or devalue the role of paid tutors.

Within Dementia Support East Sussex volunteers are involved in:

- Supporting singing/craft tutors in their sessions
- Making all clients feel relaxed and safe

Dementia Support East Sussex aims to have a reciprocal and mutually beneficial relationship with our volunteers; with their involvement informing and developing our work, and our work enabling individuals to learn skills and achieve personal development through their volunteering.

The involvement of volunteers will be guided by the following principles of good practice:

- the tasks to be performed by volunteers will be clearly defined, so that all everyone is sure of their respective roles and responsibilities;
- the organisation will comply with the Data Protection Act in the use of data held on all volunteers;
- volunteering opportunities will complement rather than replace the work of paid staff
- volunteers will be provided with regular opportunities to share ideas/concerns with a named contact in line with our Support and Supervision Policy;
- all existing and future policies will be checked as to how they affect volunteers

2. **The Purpose of this Policy**

By adopting this policy DEMENTIA SUPPORT EAST SUSSEX aims to:

- highlight and acknowledge the value of the contribution made by volunteers;
- reflect the purpose, values, standards and strategies of the organisation in its approach to involving volunteers;



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- recognise the respective roles, rights and responsibilities of volunteers;
- confirm this organisation's commitment to involving volunteers in its work;
- establish clear principles for the involvement of volunteers; and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;

This policy provides an overview of the activities carried out by volunteers currently and provides a basis for the expansion, if required, for the role of volunteers alongside paid tutors. This document and the associated policy, procedures and guidance provide a framework for the involvement of volunteers.

3. **Support and Supervision**

We expect volunteers to comply with existing policies and procedures.

Volunteers will be reimbursed for all agreed out of pocket expenses.

Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout their time with DEMENTIA SUPPORT EAST SUSSEX.

4. **Recruitment**

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Our basis for volunteer recruitment is mainly word of mouth or online advertising.

5. **Problem solving**

We aim to identify and solve problems at the earliest possible stage.

6. **Induction & training**

Training of tutors/entertainers is carried out during our entertainment/craft sessions.

Where possible volunteers will be entitled to receive additional training on the same basis as paid staff.

7. **Health & Safety**

We follow the health and safety policy of each centre/care home in which we provide our services.



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8. **Insurance**

All volunteers are covered by Dementia Support East Sussex insurance policy whilst they are on the premises or engaged in any work on Dementia Support East Sussex behalf.

9. **Equal opportunities**

Dementia Support East Sussex has an equal opportunities policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

10. **Confidentiality**

Volunteers will be bound by the same requirements for confidentiality as paid staff. Sensitive information of entertainers/volunteers/trustees is kept electronically by Dementia Support East Sussex and is password protected.