



Dementia-friendly Alton



Volunteering Policy: Recruitment, Induction and Training

1. Introduction

Dementia-friendly Alton exists to promote a dementia-friendly community in Alton and the surrounding area.

It does this by:

- Working with other healthcare and voluntary organisations to improve access to dementia-friendly events / awareness and services.
- Provide dementia awareness training for local businesses and services.
- Provide, support, co-ordinate and promote dementia-friendly activities

This volunteer policy sets out the principles and practice by which we involve volunteers.

2. Principles

Dementia-friendly Alton:

- Recognises that voluntary work brings benefits to volunteers themselves and to service users.
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to Dementia-friendly Alton's work.
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- Will endeavour to identify and cover the costs of involving volunteers.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

3. Recruitment

Recruitment of volunteers will generally be from all sections of the community, and will be in line with the *Dementia-friendly Alton's* Equality and Diversity Policy. Positive action in recruitment may be used where appropriate.

People interested in becoming volunteers with *Dementia-friendly Alton* will be invited for an informal talk with an appropriate contact person. They will be given an information pack including general information about the organisation and specific information on the volunteer roles / tasks which they may be interested in.

All volunteers will be asked to complete a simple registration form and to supply two references.



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Every volunteer role / task will undergo a risk assessment. For volunteer roles / tasks which involve 'regulated work' such as care giving and/or sustained and direct contact with children or vulnerable adults, Dementia-friendly Alton has a legal obligation to ensure that volunteers are not barred from working with children or vulnerable groups. Potential volunteers who are working alone in leading any of the groups / tasks will be required to have a current DBS. In any DBS application process, this information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

4. Voluntary Work Outline

Volunteers will receive a role outline containing full information about areas of work and a clear idea of their responsibilities and Dementia-friendly Alton's responsibilities to them.

5. Induction and Training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken, this will include:

- Volunteer Pack with access to all policies
- Safeguarding training for all volunteers
- Infection control for all volunteers
- Dementia Awareness session for all volunteers
- Emergency First Aid at Work Certificate if required to support session
- Mental Health First Aid at Work Certificate if required to support a session
- Moving and handling Static loads for those supporting events – moving gazebo and publications
- Moving and handling people (Sit to stand to walk / Safe movement of wheelchairs) for those supporting movement of people at events.

6. Support

Volunteers will be provided with regular support via: quarterly team meetings; individually planned 1-2-1s and the volunteer WhatsApp group. All support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where the volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support from the organisation as well as any changes that may be desired in relation to their volunteering role.

7. Records

Minimum details will be kept on volunteers. This will include the registration form, references, role details, correspondence and any other relevant information in accordance with Dementia-friendly Alton's data protection policy.



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8. Expenses

Dementia-friendly Alton will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

9. Insurance

Volunteers will be covered by insurance while carrying out agreed duties.

10. Health and Safety

Dementia-friendly Alton will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the centre's Health and Safety policy.

11. Equal Opportunities

Volunteers and staff will work in accordance with Dementia-friendly Alton's equal opportunities policy and will prevent discrimination on any grounds.

12. Endings

When volunteers move on from their role at Dementia-friendly Alton they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with a member of the Committee.

On the basis of their voluntary work, volunteers will have the right to request a reference. Volunteers will be supported to move on to other options.

13. Monitoring and Evaluation

Dementia-friendly Alton will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

This policy will be reviewed annually.

Signed.....K Murrell.....

Signed.....Judy AikenDate..... 16 June 2021

Updated.....9 June 2022

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