



Volunteer Policy

Read about the principles upon which volunteers are involved in the PBC Foundation.



THE PBC FOUNDATION (UK) LTD
VOLUNTEER POLICY

What does it do?

- Outlines the principles upon which volunteers are involved in The PBC Foundation (UK) Ltd, hereafter The PBC Foundation.

Why is it needed?

- Outlines explicitly to staff, volunteers and users of the service, how and why volunteers are involved.
- Prevents decisions being made based on unwritten rules, prejudice and/or favouritism.
- Clarifies what is expected of volunteers, *e.g.* confidentiality, commitment.
- Clarifies what volunteers' rights are, *e.g.* insurance, expenses, support, access to training.
- Raises awareness about voluntary work.
- Clarifies boundaries between paid staff and volunteers.
- Can be monitored and reviewed on a regular basis.

Introduction

The PBC Foundation has three main aims:

- Provision of help and support for all those affected by PBC.
- Provision of information to patients, health professionals and general public.
- Research into Primary Biliary Cirrhosis.

In line with these aims, The PBC Foundation seeks to involve volunteers to:

- Ensure our services meet the needs of all those affected by PBC.
- Raise funds for core costs and research.
- Provide a national PBC network.
- Increase the profile of the Foundation within the local community.

Principles

This Volunteering Policy is underpinned by the following principles:

- The PBC Foundation (UK) Ltd will make every effort to ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place to enable them to contribute to The PBC Foundation's work.
- The PBC Foundation (UK) Ltd does not aim to introduce volunteers to replace paid staff.

- The PBC Foundation (UK) Ltd expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- The PBC Foundation (UK) Ltd will seek to help volunteers by providing, where appropriate, training to help them to carry out their tasks effectively.

Practice Guidelines

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information, including copies of the various documents referred to, is provided in The PBC Foundation (UK) Ltd Volunteers' Pack (hereafter Volunteers' Pack).

Recruitment

All prospective Volunteers will be interviewed to find out what they could best contribute to The PBC Foundation's work, their skills, suitability and how best their potential might be realised.

Volunteer Agreements and Voluntary Task Outlines

Volunteers will have a Volunteer Agreement establishing what The PBC Foundation undertakes to provide. In addition they will agree to a written outline of the tasks they will be expected to undertake. These documents are not legally binding contracts; they are agreements binding in honour only. Each volunteer will also receive the Volunteers' Handbook.

Expenses

Authorised expenses will be reimbursed.

Induction and Training

All volunteers will receive an induction into The PBC Foundation. Training will be provided as appropriate.

Support

All volunteers will have the Development Officer as their main point of contact. They will be provided with regular support, the opportunity to discuss future development and to air any problems.

The Volunteer's Voice

Volunteers are encouraged to express their views about matters concerning The PBC Foundation and its work. Volunteers are expected to visit The PBC Foundation Head

Office once per year, normally at the time of the annual Conference, failing which at a date to be arranged.

Insurance

All Volunteers are covered by The PBC Foundation's insurance policy whilst they are on the premises or engaged in any work on The PBC Foundation's behalf.

Health and Safety

Volunteers are bound by The PBC Foundation's Health and Safety Policy, a copy of which is in the Volunteers' Pack.

Equal Opportunities

The PBC Foundation operates an Equal Opportunities Policy in respect of both paid staff and volunteers, a copy of which is in the Volunteers' Pack. Volunteers will be expected to have an understanding of and commitment to the Equal Opportunities Policy.

Confidentiality

Volunteers will be bound by the same guidelines for confidentiality as paid staff. The Confidentiality Agreement is part of the Volunteer Agreement. A copy is in the Volunteers' Pack.

Conflict of Interest

Volunteers must contact The PBC Foundation for clarification and guidance in case of any actual, potential or notional conflict of interest or ambiguity as a matter of urgency.

Adapted from 'The Good Practice Guide' – National Centre for Volunteering