



## Nazareth Care Ireland

### Volunteer Policy

Nazareth House has very special and unique Nursing Homes in Ireland and has a long tradition and reputation for providing quality holistic care for older people. Volunteers are our most valuable resource and we encourage and support them to get involved at all levels of our organisation and within all appropriate activities.

#### Overview of the Volunteer Role

We engage volunteers to support us in running of the organisation, to assist our residents to live life as they wish and in fundraising.

Examples of roles are

- trustees of the Board
- running the shops in some Nazareth Houses
- cover reception duties
- accompany residents to mass or shopping
- assisting residents on outings

\_\_\_\_\_ is responsible for ensuring that the processes described in this document are followed. All other volunteers (including trustees) are expected to facilitate this process.

#### Recruitment

- Anyone who is committed to the aims and values of the organisation is eligible to apply to become a volunteer
- A volunteer must complete a volunteer application form to apply
- We always provide an accurate description of the tasks that we expect volunteers to undertake
- We may draw up a brief person specification for volunteer tasks that require a particular skill-set
- We always have an informal chat with potential volunteers, so that we can each decide if we are right for each other
- We always take up references
- We reserve the right to not select someone as a volunteer
- Garda vetting is required for every volunteer in advance of taking up the role of volunteer
- A volunteer agreement form must be signed by volunteer and volunteer supervisor prior to commencing volunteer role

## **Induction**

- We welcome all new volunteers warmly and provide them with the information they need in order to become fully involved in our organisation
- All placements are subject to an initial trial period

## **Support**

- We respect volunteers' right to privacy and confidentiality
- We reimburse any previously agreed out-of-pocket expenses incurred in the course of undertaking voluntary work for Nazareth Care Ireland
- We provide insurance to cover volunteers' activities
- Volunteers are required to complete mandatory training for some specific roles such as Moving and Handling; Wheelchair clamping etc
- Sometimes volunteers may be able to avail of training and development opportunities through our organisation
- We thank our volunteers on an ongoing basis for their contribution, using both informal and formal recognition techniques
- We provide references for current and former volunteers on request

## **Supervision**

- Basic administrative records are maintained on each volunteer to which they may have access at any time
- Each volunteer has a named supervisor
- Times will be agreed with Supervisor in advance of taking on role
- We gratefully acknowledge the gift of time to our organisation, but stress that unscheduled absences can create organisational problems and request that volunteers inform their supervisor of these as soon as possible, so that alternative arrangements can be made
- We expect volunteers to adhere to the policies and procedures of Nazareth Care Ireland (this includes maintaining the confidentiality of all privileged information to which they are exposed while volunteering)

## **If problems arise**

- We aim to act quickly and fairly if difficulties arise
- We urge volunteers who have any sort of problem to contact their supervisor at the earliest opportunity
- If the supervisor is the source of the problem or cannot resolve the issue, the volunteer should contact the Director of Nursing/General Manager
- We reserve the right to dismiss volunteers who do not adhere to the organisation's rules or who fail to perform their volunteer assignments satisfactorily.