



Promoting Inclusion for People with Intellectual Disabilities

Volunteering in KARE Policy

KARE Policy Document.

Policy Owner: HR Manager.

| Rev. No. | Approved by the OMT | Approved by KARE Board. | Launched at Heads of Units | Operational Period |
|-----------------|----------------------------|--------------------------------|-----------------------------------|---------------------------|
| Rev 1 | Nov 2006 | Jan 2007 | Jan 2007 | Jan 2007 – May 2016 |
| Rev 2 | April 2016 | May 2016 | June 2016 | June 2016 – April 2020 |
| Rev 3 | Dec 2019 | May 2020 | May 2020 | May 2020 – March 2023 |
| Rev 4 | March 2023 | | | March 2023 - |

Section 1: Policy

1.1. Background to this Policy

The volunteering in KARE policy was first developed in 2006 to encourage and support volunteers working directly with children and adults who use the KARE services. This policy has now been revised to bring it up to date with current legislation and best practice.

For the purpose of this policy volunteers are people who work on a voluntary basis in KARE services.

1.2. Aim of this Policy

The aim of this policy is to advise people wishing to Volunteer in KARE of the requirements and responsibilities involved by both the Volunteer and KARE

1.3. Scope of the Policy

People aged 16 and over who give of their own time to KARE to:

- a. meet the needs of a specific service in KARE
and /or
- b. meet the needs of a person who uses KARE services

1.4 Policy Statements

1.4.1 General statements

- 1.4.1.1 KARE will seek to provide volunteering experiences that suit the personal preferences, motivation, skills and experiences of the Volunteer and that provides them with an opportunity to develop and enhance their skills and talents.
- 1.4.1.2 KARE recognise that people who give of their own time, experience, ideas and skills are making a positive contribution to the organisation.

1.4.2 Recruitment, Selection and Training

- 1.4.2.1 Volunteers are recruited and selected in line with KARE's Recruitment and Selection Policy which includes completion of an Application Form, Interview, Reference Checks, Garda Vetting and if relevant International Police Vetting.
- 1.4.2.2 In line with General Data Protection Regulation (GDPR) KARE will keep personal information about the Volunteer confidential and secure. KARE will not disclose such information to anyone outside of the organisation without their consent, except in relation to regulatory authorities. For further information on how KARE processes

personal information, please see our Data Protection/Records Management Policy (www.KARE.ie).

- 1.4.2.3 Volunteers will receive an information handbook which they must read
- 1.4.2.4 Volunteers will attend and complete induction training, which includes Safeguarding of Vulnerable People at Risk of Abuse, Children First, Fire Safety, prior to commencing volunteering.
- 1.4.2.5 KARE will provide further training, as deemed necessary, for the Volunteer to carry out their volunteering work.
- 1.4.2.6 A Volunteer Agreement will be signed by KARE and the Volunteer

1.4.3 Support and Supervision

- 1.4.3.1 The Line Manager will appoint a named staff member to each volunteer in order to supervise and support the volunteer for the duration of their placement and provide feedback as required

1.4.4 Professionalism

- 1.4.4.1 Volunteers are expected to work in a professional manner in accordance with the Code of Conduct in the Volunteer Handbook which is underpinned by the following guiding principles for everyone undertaking activities in KARE:
 - **Person Centredness / Putting people first** – we will put the needs and the voices of service users, and those providing the services, at the centre of all of our work, treating both groups with kindness, dignity and respect. We will strive for equity in access and care for all.
 - **Kindness, Dignity and Respect** – we will be kind, respectful and courteous in our dealings with service users, organisations and each other.
 - **Openness and transparency, honest communication, learning and accountability** – we will communicate honestly and ensure learning when a service user has suffered harm as a result of the care and accept full responsibility for our actions.
 - **Excellence, Effectiveness and efficiency** – we will take personal responsibility for excellence in our work and seek continuous improvement through self-evaluation and innovation.
 - **Working together/team work and service user/family involvement** – we will commit to collaborative working and engage with people providing and people using the services in improving and developing all aspects of our work.
- 1.4.4.2 Volunteers must adhere to all relevant KARE policies as outlined in the Volunteer Handbook and/or as identified to them by the Leader/Designate.
- 1.4.4.3 All information and documentation (records & communications) the Volunteer comes in contact with in the course of their work is to be treated in the strictest confidence and

shall not, during the course of the placement or subsequently, be disclosed to any third party except as required by law or as authorised by KARE

1.4.5 Expenses

- 1.4.5.1 Reimbursement for out of pocket expenses incurred during a voluntary activity must be agreed in advance with the Leader/Designate in the location in which they are Volunteering. All expenses must be receipted.

1.4.6 Termination of Agreement

- 1.4.6.1 KARE reserves the right to terminate the agreement and will advise Volunteers in writing of the decision.
- 1.4.6.2 The decision to terminate volunteer involvement will only be taken following investigation of all relevant facts. Grounds for dismissal are but not limited to:
- concern for the welfare and safety of the person using KARE's services
 - failure to adhere to relevant policies/guidelines and/or Code of Conduct
 - unauthorized accessing or release of confidential information
 - volunteering while under the influence of drugs or alcohol
 - deliberate damage, sabotage or destruction of property belonging to KARE
 - deliberate falsification of records
 - theft of monies/property belonging to KARE or personnel associated with KARE
 - inability to perform assigned responsibilities effectively

Please note this is not an exhaustive list

Section 2: Procedures

2.1 When a KARE service requires a volunteer:

- 2.1.1 Staff member completes the 'volunteer request form' located on KARE Connect and forwards form to HR Dept – **Appendix 1**
- 2.1.2 HR requests the advert to be placed on Kildare Volunteer Centre (KVC) website
- 2.1.3 KVC website refers the applicants to apply via KARE external website

2.2 When a volunteer is interested in KARE

- 2.2.1 Volunteer sees advert on KVC or KARE website
- 2.2.2 Volunteer reads the guide
- 2.2.3 Volunteer completes application form which is forwarded to HR – **Appendix 2**
- 2.2.4 the volunteer is matched there are two options of how a volunteer is matched
 - a. They have applied to a current volunteer vacancy and HR sets up a meeting with leader
 - b. KARE receives an unsolicited application, no current vacancy exists, HR sends out an expression of interest to all leaders
- 2.2.5 When a match is made via either above options HR sets up a meeting with: HR, Volunteer, Line Manager. Meeting includes:
 - i. Discussions around what volunteering entails
 - ii. Obtaining garda vetting form from volunteer
 - iii. Obtaining reference from volunteer
 - iv. Outline requirement to attend induction
 - v. Fill out the volunteer agreement form – **Appendix 3**
 - vi. Advise volunteer it make take some time to process their paperwork and for the next induction to be scheduled
- 2.2.6 Once all garda vetting and references are back, HR schedules the volunteer to attend the next induction and also sends them the agreement form for them to sign, and handbook to read and sign
- 2.2.7 Volunteer attends induction date
- 2.2.8 HR provides volunteer agreement to line manager and the manager contacts the volunteer to coordinate their commencement

Appendix 1 Volunteer Request Form

This form is to be completed by the staff member of the location requesting a Volunteer. Please complete this form when a Volunteer is required and e-mail to HR. The information supplied will assist in advertising for a Volunteer and in getting the correct match.

| Location Information | |
|--|-------|
| Date of Request | |
| Name | |
| Location of Service | |
| Volunteer Information | |
| Activities volunteer will be involved in: For example: <ul style="list-style-type: none"> • Befriending • Tutoring • Cooking/crafts • Horse riding/Activity | |
| Location where Volunteer is required | |
| Date Required | |
| End Date: (where applicable) | |
| Any other relevant information: <ul style="list-style-type: none"> • Days of week required • Hours required • Is this flexible • Required training | |
| Signed: | Date: |

Received by HR and advertised on KVC

Appendix 2

Volunteer Application Form

Confidential

Name: _____

Address: _____

E-mail: _____

Phone: _____

Have you previously been involved in Voluntary work? _____

If yes, please give details: _____

Who would you like to work with?

- in a group individually
- with children with adults

Please indicate the days and times you would be available

| Days | All Day | Time |
|-------------|----------------|-------------|
| Monday | | |
| Tuesday | | |
| Wednesday | | |
| Thursday | | |
| Friday | | |
| Saturday | | |
| Sunday | | |

Interests: Give a brief detail of pastimes/hobbies: _____

Do you have any medical conditions that could affect the type of volunteering you could do? _____

Any additional information you may wish to add: _____

Please provide us with the names, addresses and contact details of 3 people who we could contact for a reference

Name: _____

Address: _____

Phone: _____

Email: _____

Occupation: _____

Name: _____

Address: _____

Phone: _____

Email: _____

Occupation: _____

Name: _____

Address: _____

Phone: _____

Email: _____

Occupation: _____

I have read the KARE 'Thinking of Volunteering' Guide

I give consent for KARE to store my information for as long as I have a volunteering role with the organisation

All personal information will be kept securely and in line with GDPR guidelines

Please return completed form to HR Department, KARE Central Services, Newbridge Industrial Estate, Newbridge, Co Kildare or damian.carroll@kare.ie

