

St Gemma's Hospice

Volunteer Handbook



Registered Charity Number 1015941

Welcome



Thank you for choosing to volunteer with St Gemma's Hospice. You are helping us to provide the best possible care and quality of life for local people with life threatening illnesses.

Whether you cheer on runners at events, man stalls and hold collections, keep our gardens looking at their best, welcome visitors at reception, shop for patients on the ward, provide complementary therapies, sort clothes and serve customers in our shops, provide spiritual, emotional and bereavement support to patients and their families, or provide administrative support and expertise, you are all at the heart of the care St Gemma's provides to local people.

You are a shining example of how we can all make a big difference to individuals and communities every day.

This handbook is here to explain the things you need to know about volunteering with us. We hope you find it helpful. If you'd like more detailed information on any of the subjects covered, please speak to your Manager or the Volunteers Coordinator. They'll be more than happy to help you.

On behalf of everyone at St Gemma's Hospice, thank you for deciding to make a difference.

With very best wishes,

A handwritten signature in black ink that reads "Kerry Jackson". The signature is written in a cursive, flowing style.

Kerry Jackson
Chief Executive

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About St Gemma's Hospice



Vision, purpose and values

Our Vision: The needs of people living with a terminal illness and those close to them are met with care, compassion and skill.

Our Purpose: St Gemma's Hospice acknowledges the value of life and the importance of dignity in death. We provide and promote the highest quality palliative and end of life care, education and research.

Our Values:

Caring

Treating each person with kindness, empathy, compassion and respect

Aspiring

Continually learning and developing; striving for excellence in everything we do

Professional

Delivering high standards through team work, a skilled workforce and good governance

We expect all of our staff and volunteers to behave in a way which reflects these values at all times.

We Are Kind

- I am kind to myself & others
- I treat everyone with respect & compassion
- I am thoughtful & sensitive to others
- I am self-aware
- I take care of myself

We Work Together

- I understand & respect the feelings of others
- I am a positive team member
- I am supportive to all
- I have confidence to challenge others
- I look for solutions
- I am mindful of the work of others

We Take Responsibility

- I uphold the values of St Gemma's Hospice
- I set high standards for myself & others
- I make clear decisions
- I manage resources effectively

We Do Our Very Best

- I communicate effectively
- I work towards continuous improvement
- I embrace change by being adaptable & flexible
- I always have the best intentions

What we do

St Gemma's is a local, independent charity providing care at the Hospice building in Moortown, and in people's homes. St Gemma's is one of the leading hospices in the UK.

We provide the best possible care and quality of life for local people living with terminal illnesses. We specialise in managing pain and other distressing symptoms to help people live as well as possible for as long as possible. Our care seeks to meet all the needs of the individual – physical, emotional, spiritual, social and psychological. This is known as palliative care.

Our services are open to people regardless of race, religion, sexual orientation or age. We provide care to people with a range of diagnoses including cancer, neurological conditions, and end stage respiratory and heart disease. We also provide support to families and carers including children and young people.

St Gemma's offers a wide range of expert services to support patients, their families and friends:

- Much of our care is provided in people's homes including care homes, where our community Clinical Nurse Specialists and doctors, supported by the wider Hospice team, provide advice and support working alongside other community colleagues such as care agencies, community nurses and GPs.
- We also provide specialist palliative care and end of life care to hundreds of people each year in our In-Patient Unit. Patients benefit from round-the-clock care, tailored to their individual needs and wishes.
- St Gemma's Day Services, based at Moortown, offer nursing, medical and therapy support through a range of daily clinics to people who need our care and expertise, both patients and carers. People can drop-in to our Day Services without a referral from a professional.
- Patients' families and carers are also supported by the St Gemma's team. This includes bereavement workers who provide support to adults, children and young people.
- The St Gemma's Academic Unit of Palliative Care undertakes research, learning and teaching. This allows us to make advancements in palliative medicine and education, which has a national and international impact and which ultimately benefits patients in Leeds and further afield.



Raising money

We support around 3,000 people every year, including patients, their families and carers. All of our services are provided free of charge to patients and their families. We are a charity and need to raise £26,000 every day so our expert staff can provide the highest quality care.

St Gemma's receives around a quarter of our running costs from the NHS. The rest must be raised through fundraising events and activities in the community, our chain of charity shops, gifts left in wills and donations from the public. We are indebted to the community of Leeds and beyond who support our care.

“I love being a volunteer. I have got back quite as much as I have put in, in the way of friendships, satisfaction, and camaraderie.”

Charity Shop Volunteer

Charity shops

Our chain of charity shops sell clothes, bric-a-brac, books, CDs and more. We also have specialist furniture and emporium shops and a Retail Hub, which incorporates a warehouse, space for our online and bought-in goods operations, retail offices and a shop. There is bound to be a St Gemma's shop near you, if you haven't already discovered it!

Find your local store by visiting www.st-gemma.co.uk/shops or call 0113 218 5500.



History of St Gemma's Hospice

1949

The Sisters of the Cross & Passion acquired a property in Moortown, Leeds, and established a convent and the small independent St Gemma's school.

1977

The Sisters identified the need for a hospice caring for terminally ill patients and their families. A public meeting was held at Leeds Town Hall to launch an appeal for funds. There was widespread support from the communities of Leeds.

1978

On the 12 March, the new 9-bed unit was dedicated and opened its doors to the first patients a month later on 12 April.

1982

This year saw further expansion of the Hospice when a new building was formally opened by the Prince and Princess of Wales on 30 March.

2000

In May a major refurbishment began in order to keep pace with the ever increasing challenges as we continue caring for people from all parts of the community with advanced life threatening and progressive diseases.

2016

St Gemma's was awarded the top rating of 'Outstanding' by the Care Quality Commission. Only one percent of the inspections across all adult health and social care services in the country have achieved this status.

2017

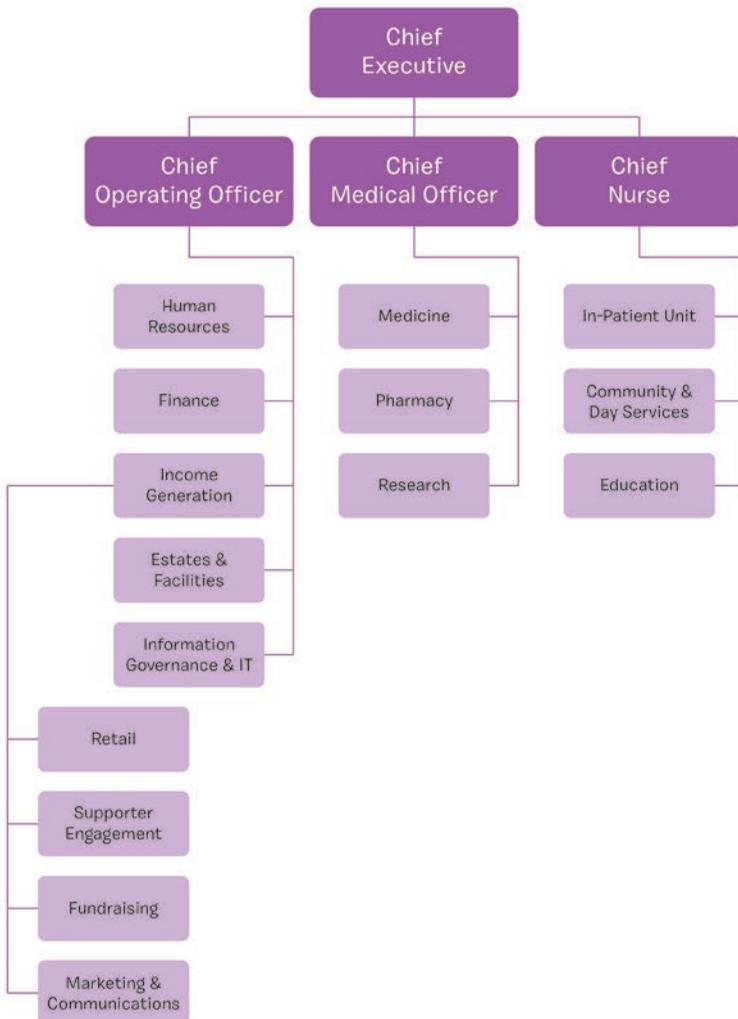
The Hospice was formally recognised as the first University Teaching Hospice, the first hospice to achieve this in the UK and the world. This prestigious status reflects our substantial research and teaching activity in collaboration with the University of Leeds.

Organisational structure

Altogether we have around 250 employees and over 800 volunteers.

St Gemma's is governed by the Board of Trustees which meets every three months. The Board of Trustees holds ultimate responsibility for governing the Hospice and directing how it is managed and run.

The Board of Trustees is supported in its duties by the Hospice Leadership Team (HLT).



Volunteering with St Gemma's Hospice



What do volunteers do?

We now have over 800 volunteers at St Gemma's Hospice, carrying out a huge range of roles.

Roles we always need more helping hands for:

- Charity shop volunteers
- Fundraising event volunteers
- Warehouse volunteers

Roles we need support with from time to time:

- Garden volunteers
- Reception volunteers
- Creative Therapy volunteers
- Ward Shopper volunteers
- Day Services volunteers
- Complementary Therapy volunteers
- Bereavement Support volunteers
- Admin volunteers
- Specialist expertise

Charity
Shop

Day
Services

Gardens

You can find a full list of current voluntary roles available by visiting www.st-gemma.co.uk/volunteering. Please don't hesitate to get in touch with the Volunteers Coordinator if you have other skills, services or ideas that you could offer to the Hospice.

St Gemma's Hospice could not continue its work without the help and support provided by volunteers who give their time and energy so selflessly. Whether you help in our shops, at fundraising events, or at the Hospice, you all contribute to helping St Gemma's care for local people at the most difficult time in their lives.

Why volunteer with us?

Volunteers get involved for a variety of reasons. Some want to make a difference to the lives of people affected by life threatening illnesses, others want to develop new skills and some simply want to meet new people and have fun.



“I volunteered with St Gemma’s for nearly 2 years and enjoyed working with other volunteers and meeting customers. It helped me get back to full time work and find a job.”

Charity Shop Volunteer

Here are just a few reasons why volunteering with St Gemma’s Hospice is so rewarding:

- You will have a dedicated Manager who will guide and support you in your work.
- You will receive a full induction and further information about St Gemma’s Hospice.
- We offer travel or lunch expenses if you help for four hours or more in one day, up to agreed maximum levels.
- You can ask your Manager to act as a referee for future voluntary or paid positions that you may go on to.

- You will receive regular Volunteers' eNews and Newsletters, with all of the latest news from across the Hospice.
- You will be invited to volunteer thank you events.
- You will be able to meet new people in your community.
- You will have the opportunity to develop new and existing skills.
- You will have the chance to gain experience of working within a leading local charity.
- You will be making a valuable contribution to St Gemma's Hospice and to supporting our vital work.

**Don't just take our word for it!
Here is what some of our volunteers have to say:**

“The experience of helping a good cause and meeting such welcoming people was very rewarding.”

Hospice Volunteer



“Supporting the fundraising team is mad but such FUN.”

Fundraising Volunteer



“I work hard during my volunteering stint but it gives me a sense of purpose now I've retired. The bonus is the new friends I've made.”

Hospice Volunteer



Your Responsibility To Us

We expect you to:

- Respect the Hospice's Values and Behaviours.
- Perform your volunteering role to the best of your ability.
- Adhere to Hospice policies and procedures that are relevant to your role. This will include, for example, Health & Safety and Equality & Diversity. Your Manager will provide you with any policies and procedures that relate specifically to your role.
- Represent the Hospice to the best of your abilities without compromising St Gemma's reputation. Be polite and respectful. This includes while using online platforms, such as social media.
- Not make any public statement about the Hospice, or on behalf of the Hospice, without prior authorisation.
- Not give comments or stories about the Hospice directly to the media. All media enquiries should be referred to the Head of Marketing and Communications.

- Maintain the confidentiality of all information to which you are exposed while serving as a volunteer and once you have finished volunteering, whether this information involves an employee, volunteer, patient, carer, donor, customer, or other person or involves the overall business of the organisation.
- Ensure that St Gemma's Hospice receives all of the money that you might raise or collect if you are fundraising for the Hospice.
- Meet time commitments as agreed and give reasonable notice so that other arrangements can be made when this is not possible.
- Keep your knowledge and skills up to date by undertaking appropriate training.
- Inform your Manager about any changes to your health condition (mental or physical) which might impair your ability to undertake effectively the duties of the volunteer role.
- Inform the Hospice if you wish to change the nature of your contribution/support to the Hospice.
- Understand that in undertaking the tasks of a volunteer you are not an employee of the Hospice.

Your Responsibility To Us

Our Responsibility To You

We will endeavour to:

- Recruit the best volunteer(s) for each vacancy regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. The Hospice strives to reflect the diverse nature of the local community.
- Provide the optimum level of health and safety.
- Provide adequate insurance cover whilst carrying out your volunteering roles which have been approved and authorised by us.
- Handle volunteer data properly and in accordance with the law.
- Provide a named Manager who is available to meet with you to offer support or guidance for your role.
- Provide you with a thorough induction on the work of the Hospice, your volunteering role and the induction and/or training you need to meet the responsibilities of your role.

- Explain the standards we expect and support you to achieve and maintain them. We will respect your skills, experience and individual wishes and do our best to accommodate them.
- Ensure you are aware that you can refuse demands you consider unrealistic, beyond the scope of the role or that you do not have the skills to carry out.
- Reimburse expenses incurred in the course of your volunteering as per the Hospice Personal Expenses Policy.
- Do our best to help you develop your volunteering role with us should you wish to.
- Resolve fairly any problems, complaints and difficulties you may have whilst you volunteer with us.

These roles and responsibilities reflect the high standards that we expect from all of our volunteers. They also show our commitment to do the best we can to make your volunteering experience with us rewarding and enjoyable.

Our Responsibility To You

Policies and Procedures



The Hospice recognises the incredibly valuable contribution of our volunteers. With this in mind, many of the Hospice policies and procedures cover both staff and volunteers in their work – for example, the Media and Publicity policy, the Equality & Diversity policy, the Data Protection policy, the Social Media policy and the Health & Safety policy.

Your Manager will provide you with access to any policies and procedures that are relevant to your role. Some key issues from our policies are highlighted here.

Volunteering policy

This outlines everything from the recruitment of volunteers, to training, support, and resolving difficulties. The important points are detailed throughout this Volunteer Handbook.

Health & safety

Our health & safety responsibilities

St Gemma's Hospice is committed to looking after the health, safety and wellbeing of everyone who works for us on our premises or uses our services. This commitment applies equally to our large team of volunteers who are vital to the services we provide.

Your health & safety responsibilities

All volunteers are expected to contribute to maintaining a safe working environment by:

- Reading, listening to and following any health and safety guidance you are given.
- Reporting accidents/incidents or dangerous circumstances to a member of staff.
- Asking for clarification of anything that you are unsure about.

Insurance

The Hospice's Employers Liability Insurance covers all volunteers so long as they are undertaking work agreed by the Hospice, have followed our policies and procedures and any instructions or guidance given.

However, the insurance policy does not cover volunteers aged under 16 or over 85 for personal assault when undertaking cash handling activities such as using a till or carrying money to and from the bank. This means that you would not be covered for any injury caused to you in the unlikely event of a robbery. Therefore, for your protection, please do not undertake cash handling activities if you are under 16 or over 85. You are an incredibly valuable volunteer to us, so we do not want to put you at risk.

Personal equipment and belongings are not insured. Please keep your belongings safe when on duty and in shops use the lockers provided.

Your details

We believe in being open, honest and transparent with our volunteers. We contact volunteers with news from across the Hospice, details of volunteer thank you events, upcoming opportunities to volunteer and other administrative information.

We want you to feel comfortable about how we communicate with you now and in the future. You can change how we communicate with you at any time. Contact us by ringing 0113 218 5193, emailing volunteering@st-gemma.co.uk or visiting www.st-gemma.co.uk/volunteerdata. We will never sell your personal information. For further information on how we use and store your details, please visit www.st-gemma.co.uk/privacy.

Please also remember, it's important that you inform us if your contact details or your emergency contact details ever change, so please let us know as soon as possible if these need updating.

Absences

Please let your Manager know if you will not be able to meet your usual time commitment, whether that is due to sickness, holiday, or anything else. We would be grateful if you can give as much reasonable notice as you can. This will allow more time to arrange cover if necessary (for example if a Shop Manager needs to arrange support in the shop).

What to wear

You are responsible for presenting a positive image to patients, their families, our supporters and our customers. Please use your judgement to dress appropriately for the activities you are asked to carry out. Please wear footwear that is safe for the volunteer role you are undertaking. We will supply a uniform for some clinical roles. If you're ever unsure about what to wear, just ask your Manager.

Representing St Gemma's Hospice

You should represent the Hospice to the best of your abilities without compromising St Gemma's reputation. When dealing with the public whilst you are volunteering, please be polite, engaging and respectful. This includes online platforms, such as social media.

As you get more involved you'll learn enough about the Hospice to be able to chat to people about the basics of what we do, but if you'd like to know more please speak to your Manager. You should always refer members of the public to a member of staff if they are asking about difficult or sensitive issues.

Expenses

St Gemma's Hospice offers expenses to volunteers for lunch or travel, if you volunteer for four hours or more in one day, up to agreed maximum levels. For more details, please speak to your Manager or read the Hospice Personal Expenses policy.



Induction

Your Manager will provide you with a full induction to make sure you feel welcome and to give you the knowledge you need for your role.

Training booklet

All volunteers must read a Volunteer Training Booklet and sign and return the confirmation of understanding page within this booklet.

The booklet covers the important topics below and more, giving you the knowledge to carry out your role safely and responsibly:

- Fire safety
- Safe handling and moving
- First aid and incidents
- Equality & diversity
- Safeguarding
- Information governance
- Infection control
- Conflict resolution

If you do not have a copy of this booklet, please let your Manager or the Volunteers Coordinator know.

Induction session

You will be invited to an initial Hospice Induction to find out more about our work and to give you some of the knowledge you'll need for your volunteer role. This Hospice Induction may be mandatory or optional, with varying lengths, depending on your volunteer role.



Support, Training and Development



In addition to the Hospice Induction session, you will receive relevant 'on the job' training from your Manager or an experienced fellow volunteer. Often someone will continue to be on hand to give you further support, advice and help or a refresher.

If you are unsure about what you are doing, please ask.

For some roles, more formal training may be required, including refresher training. This might be arranged immediately or you might be signed up for the next session.

You will have a Manager who is available to meet with you to offer guidance for your role. The amount of ongoing supervision and support you are offered will vary depending upon the individual and the role. However, all volunteers should have the opportunity to ask questions, raise concerns and discuss the work they are involved in. For some volunteers this may only require an open discussion over a tea break. Others will find regular one to one meetings of use. This is up to you and your Manager to discuss and agree.

Keeping in Touch

Newsletters and eNews

As you are a valued volunteer at St Gemma's Hospice, we think it is important that we tell you about developments from across the Hospice.

Unless you tell us otherwise, we will post a Newsletter to you three times a year, and send you a Volunteers' eNews once a month, if you have provided us with an email address.

Keeping up to date with our news means that you will not only have the latest messages and information for yourself, but also to share with your friends, family and your local community.

Volunteer drop-in sessions

The Volunteers Coordinator holds a Volunteer Drop-in Session at each of our shops and at the Hospice from time to time. These sessions are a chance for you to let us know your thoughts about volunteering at St Gemma's – the things you enjoy, any suggestions you have for improvement, or simply for a cuppa and a chat!

Volunteer thank you events

We hold regular volunteer events to say thank you for all of the time and energy that you give so selflessly. These are always sociable, informative, and hopefully fun! Dates are advertised via the Newsletter mailing, in the Volunteers' eNews, on posters, and through your Manager.

Dealing with Difficulties

It is important for us to continue to provide a caring and professional service to our patients, their families and our supporters. It is also important that you enjoy making your contribution to this service.

If you encounter a difficulty with any aspect of the role, please talk to your Manager as soon as possible for advice and support.

We will always aim to resolve problems openly, fairly and quickly to:

- protect volunteers
- minimise any disruption to staff, service users and other volunteers
- demonstrate that St Gemma's Hospice respects its volunteers
- protect the reputation of the organisation.

This applies to any concerns you may raise whilst volunteering and also applies to any concerns regarding you as a volunteer.



Feedback, Moving On and Staying in Touch

Feedback

Your feedback is valuable to us. If at any time you feel that any aspect of your involvement with us as a volunteer could be dealt with better, please let your Manager or the Volunteers Coordinator know so we can make improvements. You can also attend the Volunteer Drop-in Sessions to share your thoughts with us.

Moving on

We recognise that volunteering may be appropriate at some stages of your life, but not at others. You should not feel guilty about leaving; but proud of what you have contributed. If you decide to move on, then please let your Manager know.

You can ask your Manager to act as a referee for future voluntary or paid positions that you may go on to undertake.

We may also ask you to complete a feedback questionnaire when you leave.

Staying in touch

When you leave your volunteering role at the Hospice, we would really like to keep you updated about how your support helps St Gemma's Hospice by sending you occasional marketing information that we think you will find interesting and relevant.

You can change how we communicate with you at any time. Contact us by ringing 0113 218 5555, emailing supportercare@st-gemma.co.uk or visit www.st-gemma.co.uk/mydata. We will never sell your personal information. For further information on how we use and store your details, please visit www.st-gemma.co.uk/privacy.



British Gas
Volunteer!

British Gas
I'm In
Volunteer!

British Gas
I'm In
Volunteer!





**St.
Gemma's
Hospice**
Always caring

Contact Details

We sincerely hope that you will enjoy your time as a volunteer with St Gemma's Hospice. If you have any further questions about any aspect of volunteering, please contact us:

Volunteers Coordinator

Telephone: 0113 218 5193

Email: volunteering@st-gemma.co.uk

Address:

Volunteers Coordinator
St Gemma's Hospice
329 Harrogate Road
Leeds
LS17 6QD

Thank you

St Gemma's Hospice could not continue its work without the help and support provided by volunteers who give their time and energy so selflessly. Your contribution really will make a difference to the lives of local people.



Registered Charity Number 1015941