

# Volunteer Fundraising Handbook



Volunteers are  
at the heart of  
fundraising

**B**<sup>♥</sup>  
St Barnabas  
House  
{Hospice }  
{Care }

**C**<sup>♥</sup>  
Chestnut  
Tree House  
{Children's }  
{Hospice Care }

# Welcome to the team!

You are very important because your support is helping fund hospice care. We want you to have the best experience possible, which is why we have put together this volunteer handbook. The handbook will help ensure you have all the information you need to carry out your role safely and with confidence.



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### **St Barnabas House**

St Barnabas House provides specialist palliative care for adults, both within the hospice and in the comfort of patients' homes, to people with advanced progressive life-limiting illnesses.

We care for the whole person, aiming to meet all needs – physical, emotional, social and spiritual. We provide a range of services including pain control, symptom relief, nursing care, counselling, complementary therapies, spiritual care, physiotherapy and bereavement support.

### **Chestnut Tree House**

Chestnut Tree House provides specialist palliative care for children and young adults from 0-19 years of age with progressive life-shortening conditions in East and West Sussex, Brighton and Hove and South East Hampshire.

We offer support for the whole family including psychological support, care in bereavement therapy, end of life and respite care and sibling support. Families can leave their children in the capable hands of the Care Team while they take a well-earned break or they can stay in the special family accommodation at the House. The Community Team also offer care in the child's own home.

# Mutual expectations

You are a valued part of the Fundraising Team and this handbook sets out what you can expect from us and how to get the most from your volunteering.

## We promise to:

- Respect and recognise your contribution.
- Not put unreasonable demands on your time – please let us know if we are getting this wrong.
- Provide clear guidelines of what is expected from you.
- Offer you the opportunity to share feedback.
- Provide you with appropriate training.
- Celebrate your successes and recognise your achievements.

## Your commitment:

- Be reliable and report for duty at agreed times, giving reasonable notice if unavailable.
- Respect the values of St Barnabas Hospices and the policies we have in place.
- Carry your ID card (if provided) while carrying out your role and when on official charity business.
- Sign in and out (where provided).
- Act in a professional way whenever you represent the hospices in public.
- Treat staff, supporters and fellow volunteers with respect, consideration and appreciation.
- Always keep to your role description.



# Key policies and guidelines

## Age

You must be 16 or over to be covered by our insurance and some roles do require you to be over 18.

## Attendance

You should contact the event lead as soon as possible if you are unable to attend at the agreed time. We are often able to call other supporters for help if we have enough notice.

## Confidentiality and boundaries

You should regard all information you have access to as a result of your volunteering duties as confidential. Any personal details of other volunteers or staff must not be shared without prior consent.

It is important to be mindful that you maintain a professional boundary when representing the hospices in public. Always follow the role description to ensure safety, wellbeing and protection for all.

## Driving

If you use a motor vehicle to travel to and from your place of voluntary work, it is your responsibility to ensure that you have the appropriate cover on your insurance. If you are unsure, please speak to us.

## Health

Please be sure to let us know of any health concerns.

If your health changes in a way that may affect your role, please notify us so we can ensure you are only asked to do appropriate tasks.





## Complaints, concerns, s

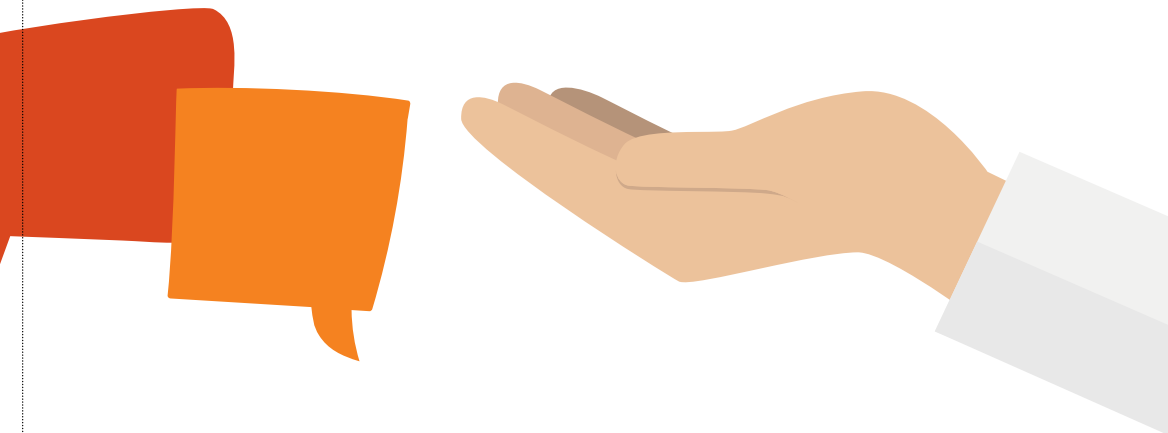
**As a valued member of the team, we want to give you the best support possible.**

You may be affected by stories you encounter from patients or relatives under the care of the hospices, please talk to a hospice representative if you need to. We can provide further help and support if necessary.

If you encounter difficulty with any aspect of your role or wish to complain about a member of staff or another volunteer, please let us know as soon as possible and we will work with you to resolve the issue.

### **Your volunteering role**

The hospice representative coordinating the event will contact you beforehand with all the relevant information including dates, times, venue, what is expected of your role and any requirements. They will also be on hand to answer any questions should you have them.



## , suggestions and support

### **Breaks and refreshments**

For the majority of events, you will need to provide your own refreshments unless otherwise stated. As an organisation we are committed to reducing plastic waste, so please use a refillable water bottle wherever possible.

If you are volunteering for a full day you will be given lunch breaks and other rest breaks as required.

### **What should you wear?**

A dress code is often suggested for events but wearing comfortable shoes and sensible attire is advised for most events. Branded t-shirts are usually supplied.

### **Smoking**

If you smoke or use an e-cigarette, please use breaks away from the charity's stand or area and either remove or cover up any branded clothing.



### **Alcohol and drugs**

We cannot allow anyone to drink at events or volunteer while under the influence of drink or drugs. Please inform your hospice fundraiser if you are taking any prescribed medication that may affect your ability to work safely.

### **Personal property**

You are advised not to bring any valuables with you whilst on duty and do so at your own risk.

### **Expenses**

Reasonable expenses can be claimed for when volunteering. Please agree all expenses before they are incurred with the event fundraiser who can arrange an expenses claim form for you to complete.

## Health and safety

The Health and Safety at Work Act 1974 sets out our responsibilities with regard to health and safety. You can read our Health and Safety policy on The Heart.

IMPORTANT – wherever possible avoid lifting or manual handling. Do not attempt to lift a load that you cannot manage comfortably.

### Safeguarding

All staff and volunteers should be aware of St Barnabas Hospices' 'Safeguarding Adults at Risk' and 'Safeguarding and Protecting Children' policies. Please refer to our policies on The Heart.

### Diversity and inclusion

St Barnabas Hospices is committed to creating an environment free of harassment and bullying, where everyone is treated with dignity and respect. We are a Stonewall Diversity Champion, further information can be found on The Heart.

### Insurance

You are covered by the hospice's insurance policy providing you volunteer within your agreed guidelines and role specification.

### Lone working

There will usually be more than one person at most fundraising events, however you should familiarise yourself with the lone working policy on The Heart. If you have been asked to take equipment and money home, equipment can be left in a car overnight but money should never be left unattended.

### Freedom to speak up

We have Freedom to Speak Up Guardians to support the whole organisation. They provide confidential advice and support to staff and volunteers in relation to concerns about anything that gets in the way of providing high-quality, effective care, or that affects working life.

Email them on  [freedomtospeakup@stbh.org.uk](mailto:freedomtospeakup@stbh.org.uk)



### Full policies on The Heart

Policies and procedures help ensure your time with us is safe and enjoyable.

To find them visit

 [www.theheart.org.uk](http://www.theheart.org.uk)

- Login username: volunteer
- Password: STBHv1CTH





## **General information**

### **Data protection**

We will hold your details on our volunteer database and any other supporting paperwork will be held in our files. Information is stored and maintained to ensure confidentiality and to comply with data protection legislation.

Please ensure you do not share any personal details of other volunteers to third parties without permission.

### **Personal details**

Please tell us about any changes to your personal details as it is crucial that we are able to contact you or your designated person in case of emergency. It also helps us to keep you updated about news, events and opportunities.

To help protect and keep you safe, please do not give out your address or telephone number to patients, carers, relatives or other members of the public.

# Communicating with you

There are lots of ways that you can keep up to date with news and developments at St Barnabas House and Chestnut Tree House:

## The Heart

Our staff and volunteer Intranet is updated daily with news about both hospices.

🌐 [www.theheart.org.uk](http://www.theheart.org.uk)

Log in username: volunteer

Password: STBHv1CTH

## Newsletters

'Life' and 'Chestnuts' newsletters are produced twice a year. They are full of news, upcoming events and interesting stories.

## Emails

Provide us with your email address and we will send you volunteer opportunities every month.

## Facebook

To join the closed volunteer Facebook group, please search for 'Chestnut Tree House Volunteers' or 'St Barnabas House Volunteers' and ask to join the group.

## Volunteer thank you events

These take place in the summer and all volunteers are invited.

## Get in touch

If you'd like to speak to us, please contact your fundraising representative or the Fundraising Volunteer Officer on 📧 [fundraising-volunteers@stbh.org.uk](mailto:fundraising-volunteers@stbh.org.uk) or 📞 01903 706326.





# Our Values

We make a difference



We are connected



We are courageous





We are caring

# B<sup>♥</sup>

**St Barnabas  
House**

{Hospice  
Care }

St Barnabas House  
Titnore Lane  
Worthing  
West Sussex  
BN12 6NZ

 [www.stbh.org.uk](http://www.stbh.org.uk)  
 [StBarnabasHouse](https://www.facebook.com/StBarnabasHouse)  
 [@StBarnabasHouse](https://twitter.com/StBarnabasHouse)  
 [StBarnabasHouse](https://www.instagram.com/StBarnabasHouse)





# C<sup>♥</sup>

**Chestnut  
Tree House**

{Children's  
Hospice Care }

Chestnut Tree House  
Dover Lane  
Near Arundel  
West Sussex  
BN18 9PX

Chestnut Tree House  
East Sussex Office  
Unit 4 Pacific House  
Sovereign Harbour  
Innovation Park  
1 Easter Island Place  
Eastbourne  
BN23 6FA

 [www.chestnut-tree-house.org.uk](http://www.chestnut-tree-house.org.uk)  
 [ChestnutTreeHouse](https://www.facebook.com/ChestnutTreeHouse)  
 [@ChestnutSussex](https://twitter.com/ChestnutSussex)  
 [ChestnutTreeHouse](https://www.instagram.com/ChestnutTreeHouse)

## Fundraising Team

 [fundraising-volunteers@stbh.org.uk](mailto:fundraising-volunteers@stbh.org.uk)

 01903 706326