



tŷ hafan

the hospice for children in Wales
yr hosbis i blant yng Nghymru

volunteering at tŷ hafan



**superstar
volunteers**

volunteering handbook

welcome to volunteering at tŷ hafan

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1. Welcome from our CEO

Dear Volunteer

It gives me great pleasure to welcome you to our TŷHafan family.

I have been involved with TŷHafan since 2012, first as a Trustee, and, since May 2020, as Chief Executive. Over that period I have found that every single one of our 500+ volunteers brings an incredible level of energy, commitment, and dedication, whether that is in our shops, at our hospice, in our gardens, at our events, or perhaps supporting us in some other way with time and talent. Together, our volunteers help us to make TŷHafan the special place that it is.

As a TŷHafan volunteer you are joining a community of amazing people who have loads of experience to share with you, as you do with them. You will contribute enormously, directly or indirectly, to enabling us to provide care and support for hundreds of children with a life-limiting condition, and their families, across Wales. As we slowly emerge from the pandemic and the various restrictions, your generous donation of your time, skills and experience is more necessary than ever, and very much appreciated.

This is our first Volunteers' Handbook. We hope it will provide you with a comprehensive foundation for your volunteering journey and act as a handy guide during your time with the charity. If you have any suggestions as to how we can improve it, please do let us know.

Finally, thank you for volunteering with us. We could not do what we do without you. I look forward to working with you, and hopefully to meeting you, in the months and years to come.

Yours



Chief Executive

maria.timonsamra@tyhafan.org

2. A brief history of Tŷ Hafan

Tŷ Hafan is a leading Welsh children's charity, providing palliative care to children and young people while supporting their families. If you think this means we simply offer a place where children can come and die, you couldn't be further than the truth.

Tŷ Hafan is about creating a lifetime of memories to cherish. It's about joy, laughter and friendship. It's about life.

Our vibrant hospice and diverse community programmes provide **comfort, care and support** to children with life-limiting conditions and their families.

We offer **short break care** and help families make the most of the time they have together – making precious memories and ensuring **a short life is a full life**. And when a child is close to the end of their life, Tŷ Hafan becomes a family's safe haven, **by their side during their most difficult time and for as long as they need us**.

During her retirement, Suzanne Goodall felt driven to open the first children's hospice in Wales and offer care to children and young people with life-limiting conditions.

After 11 years of fundraising and hard work, Tŷ Hafan opened in 1999 and immediately began to bring much-needed comfort and support to families in Wales.

Since then the hard work has continued, as we've aimed to develop our services to meet all of the needs of the children, young people and families we support.

Our state-of-the-art hydrotherapy pool provides a valuable sensory experience to children and their families and our inclusive play park allows children to enjoy outside play together, regardless of physical ability.

More recently, we have embarked on an ambitious but essential refurbishment project to ensure we are able to keep up with the increased demands of children's palliative care with a hospice fit for the future.

But Tŷ Hafan is much more than bricks and mortar. We have become a whole philosophy of care that reaches right into the heart of homes to learn about the lives of families so we can tailor our support to their needs.

Over the past 21 years, this has led to over 1,000 children and their families benefiting from the care and support we provide at the hospice and in their homes.

In the future, we expect this number to rise significantly. Our mission is to identify and make contact with every child in Wales who is expected to die in childhood and offer them Tŷ Hafan's unique care and support.



**Ty Hafan founder,
Suzanne Goodall**



our vision

A Wales where all children who may die in childhood live a fulfilling family life.

our mission

To offer a high standard of free care to children in Wales who may die in childhood, in order to enrich their quality of life, and support their families during life, at end-of-life and through bereavement.

3. Our valued volunteers

Welcome to the team!

We know how important it is to feel supported when you take up a new opportunity. As such, your induction process will provide all the information and access to any resources you need to make a confident start. We also want to be sure that we've given you everything you need to carry out your volunteering role safely and compliantly. Please take time to read through the information contained within this document.

Incredibly, we now have nearly 600 volunteers working and supporting us at Tŷ Hafan. They live everywhere from Cardiff to Aberystwyth. There are so many reasons that volunteers get involved. Some have a compelling desire to make a difference, others want to develop or share new skills and expertise, some simply want to meet new people and have fun. We don't have a typical volunteer at Tŷ Hafan, volunteers come from all walks of life. Every person who volunteers for us has one thing in common: they're absolutely vital to our work.

Whatever your reason, we're so glad you've chosen to volunteer for us!

How you add value to our work

There are so many ways for you to be involved in what we do. Every way adds value, and our volunteering team at volunteering@tyhafan.org can tell you more. Here are just a few examples of what you can get involved in:

Helping in our shops

Volunteers help in one of our 19 charity shops across Wales. The items sold in our shops raise vital funds for the charity and it's only possible because of our shop volunteers. Volunteering at one of our shops is also a great way to meet new people and to gain valuable skills.

Spreading the word

Many of our fantastic volunteers choose

to use the power of their voice to spread the word about the amazing work that we do. For example, our Community Ambassadors and Champions are out and about giving talks about Tŷ Hafan in their local communities.

Helping in our offices and hospice

At our hospice, we involve volunteers in a wide variety of roles, including; housekeeping, supporting in the kitchen and garden, working one to one with families and supporting children with play. Volunteers also share their experience by giving us a hand in our offices, while students and graduates join us to contribute to a project and develop their professional skills.

Fundraising and events

Thousands of walkers and runners take part in our events each year. However, they wouldn't be able to cross the finish line without the passion and energy of volunteers who support on the day at our events. We regularly need help at our events. Whether you're setting up or cheering people on, you'll make the day one to remember for all participants.

Lottery and collection boxes

Lottery Volunteers are based at our main head office, working with a small team of volunteers assisting the Tŷ Hafan lottery team with preparing lottery tickets to sell and supporting with administration tasks.

Collection box volunteers will be responsible for exchanging and placing collection boxes out in sites such as; shops, pubs, offices and clubs. Additionally, they will be sourcing new locations and talk to shop owners etc, emptying the boxes, and counting and banking the proceeds.

Handcrafted

Assisting the Handcraft Manager with general activities to create and up-cycle pre-loved donations into quirky furnishings and fashion accessories for Tŷ Hafan to raise funds in a fun way. Creating new ideas/crafts/sewing/knitting/upcycling furniture.

Tell us your ideas

The best ideas come from working together. If you have some fantastic suggestions or ways you want to volunteer, then speak to us to see if we are able to support them.

To find out about any of our volunteer roles, please get in touch with our team at volunteering@tyhafan.org or call **02920 532 199**.



4. Getting the most from your volunteering

TŷHafan's values are:

Professional

Collaborative

Caring

What YOU can expect from US

The volunteering relationship is based on trust and doesn't involve the obligations associated with employment. No payment, other than the reimbursement of agreed expenses, is made by TŷHafan to people who give their time as volunteers.

Although our volunteers all bring different strengths, skills, personalities and insights to their various roles, there are some expectations we ask everyone to meet.

We want to ensure that you feel informed, supported and valued in your volunteering role and enjoy your time at TŷHafan.

To support you during your volunteering, we will:

- Treat you fairly and respectfully at all times
- Make sure that everyone who wants to volunteer has an equal opportunity and the support to do so. This includes any reasonable adjustments that can be made

- Ensure you have a clear understanding of your roles and responsibilities. You will be assigned a line manager who will support you throughout your role
- Provide a clear induction and training to enable you to carry out your role
- Provide a clear volunteer role description, clarifying your role and responsibilities and the standards required
- Ensure you are safe while you work
- Stay in touch with regular communication and newsletters, with regular updates on the charity
- Offer you the opportunity to get together to celebrate at our annual celebration events to recognise your contribution and show our appreciation
- Make necessary arrangements to ensure your health, safety and welfare as a volunteer
- Listen to and act on your concerns.

What WE ask from YOU

We expect high standards from our supporters, whether they are paid staff or volunteers. Volunteers are a vital part of Tŷ Hafan and to achieve the most from your role, we ask from you:

- To work within the philosophy of Tŷ Hafan and share our values
- Treat everyone you meet through your role with dignity and respect, understanding that no form of harassment, bullying or discrimination will be tolerated
- Perform your volunteering role to the best of your ability. Tŷ Hafan is committed to matching volunteers with a role that is suitable for their skills, experience, interests and time commitments
- Work within the agreed role description outline that clearly defines your role and responsibilities
- Complete mandatory training as required (some additional e-learning may be required depending on your desired volunteering department)
- Consider and protect Tŷ Hafan's reputation in your actions and conduct, acting responsibly and within the law
- Talk to us and let us know how you are doing. We are here to support and offer guidance throughout your volunteering
- To follow our policies, procedures and standards of conduct and keep safe while volunteering
- To maintain confidentiality at all times
- Be reliable and punctual, and communicate with your line manager if your time or commitments change
- Let your manager know if there are any changes in your personal circumstances that may affect your volunteering
- Be honest about the amount of time you are able to commit.



5. The essentials

Please read the following guidelines carefully, your manager will give you more information during your induction. If you would like to see any policies, [visit our website](#) or speak to your manager or volunteering team.

Safeguarding

We're committed to safeguarding the wellbeing of all staff, volunteers and service users who are involved in or are affected by our work.

Volunteers are expected to behave appropriately at all times. All staff and volunteers are required to undertake safeguarding training relevant to their role.

If you have any concerns regarding anyone (child or adult) while volunteering with us, please raise them with your staff contact as soon as possible.

All reasonable steps should be taken to avoid being alone with children or vulnerable adults.

Data protection and confidentiality

We take great care to protect your information as part of our data protection responsibilities. Full details of our privacy policy can be found on our [website](#).

Likewise, we expect our volunteers to follow our Personal Data Protection Policy and comply with any measures that we put in place to protect sensitive information. As a volunteer, we expect you to protect any personal or confidential

information to which you may have access.

While volunteering, you will also be asked to sign a 'non-disclosure agreement'. This is to protect any personal, sensitive and commercially sensitive information related to staff, volunteers, supporters and Tŷ Hafan operational activity.

Those who confide in Tŷ Hafan staff and volunteer workers should feel assured that their confidentiality will be respected at all times, with the exception being if you believe anyone to be at risk of harm. If this is the case, a member of staff must be informed immediately.

Commitment

If you are unable to attend a previously agreed volunteering session, please inform your line manager as soon as possible. Please let us know if you are unwell, away on holiday or unable to volunteer for an indefinite amount of time. This helps us to keep our records updated and to ensure we do not contact you when it may not be appropriate.

If you are interested in taking on additional roles or transferring to a new role, please

contact the volunteer department and we will be happy to discuss this with you.

If your volunteering role is not going to plan, we can discuss any necessary adjustments. If you decide that you no longer wish to volunteer, you will need to inform your line manager as soon as you can. All volunteers are sent an exit questionnaire when they leave to help us continually improve our volunteer's experience.

Boundaries

It is important for volunteers to maintain clear and professional boundaries with service users, staff and other volunteers. These boundaries allow us to carry out our duties to agreed standards and ensure that everyone receives the same quality of service.

Social media

Tŷ Hafan are on all the main channels including [Facebook](#), [Twitter](#), Instagram and YouTube. We also have a dedicated Tŷ Hafan [volunteer Facebook page](#).

The information and opinions you share on social media should reflect our brand and values. You are expected to ensure that they don't damage Tŷ Hafan's reputation, and don't bring the organisation into disrepute.

- Use common sense when posting anything online
- Only post things you would be happy to be repeated. Remember, what you say online can never be completely private
- Respect confidentiality, data protection and personal privacy



Diversity and equal opportunities

TŷHafan is committed to creating and fostering a culture that promotes respect for each other and values individual differences. For this reason, we take a zero tolerance stance to any bullying, harassment, discrimination or unacceptable behaviour.

Recruitment and selection

We're delighted by the breadth of experience, skills and knowledge that volunteers bring to our organisation.

As part of the volunteer recruitment process, we may carry out informal interviews and ask volunteers to provide two independent references. This helps everyone make an informed decision about whether the role is right for you, as well as fulfilling important safeguarding requirements. We base our selection on the ability of each applicant to carry out the role, considering any effect volunteering may have on the safety of all parties, our brand and reputation.

Pre-volunteering checks

We offer opportunities to people of all backgrounds. You can be involved in volunteering even if you have criminal convictions as we review all applications on a case by case basis. Our decisions are based on the nature and severity of the conviction, the relevance of the conviction to the role, whether the role

offers significant opportunity to reoffend, and how you'll be supervised in the role. You don't need to disclose 'spent' criminal convictions. However, if you have an 'unspent' criminal conviction, your staff contact needs to be informed.

Some of our volunteer roles require an enhanced disclosure check by the Disclosure and Barring Service (DBS) in line with our safeguarding policy.

Ex-offenders

When you apply for a volunteer role, you will be asked if you have any previous criminal convictions. We expect you to let us know about any convictions as this might affect your suitability for the volunteer role you've applied for. While volunteering for us, we also expect you to let your manager know as soon as possible if you become subject to any criminal proceedings, charges or convictions. TŷHafan values a diverse range of volunteers and we adhere to the Rehabilitation of Offenders Act 1974.

Visa/right to work in the UK

Volunteers must disclose to the relevant department if there are any restrictions around them undertaking a voluntary role with TŷHafan. TŷHafan does require confirmation that individuals are able to work or volunteer in the UK.

Insurance

TŷHafan has appropriate types of insurance in place to cover our volunteers, including employers' liability insurance and public liability insurance. These provide cover in the event of a volunteer being harmed due to the negligence of the charity, or a third party being injured as a result of the actions of a volunteer performing TŷHafan duties. Our insurance doesn't cover your personal belongings.

Age

In most cases volunteers will need to be over 16 years old. Younger people may sometimes be able to get involved, please speak to a member of the volunteering team. There's no upper age limit for volunteers but there may be situations that require us to ask someone to stop volunteering, for example, when a volunteer has health issues which could cause a risk to themselves or others.

Data protection

TŷHafan adheres to the Data Protection Act 2018 and is committed to the safety and appropriate management of data across the organisation. Further information relating to how we collect and use personal data is detailed on our Volunteer Privacy Notice and Data Protection Procedure.

Smoking, e-cigarette, substance misuse

All TŷHafan premises and events are smoke-free. No smoking is allowed in or near our sites. Volunteers are asked not to smoke when wearing a branded

badge, branded clothing or anything that would identify you with the charity. E-cigarettes can be mistaken for genuine tobacco products, posing a threat to our reputation, so we ask that all participants and supporters refrain from using e-cigarettes at all events.

Volunteering while under the influence of alcohol or drugs will not be accepted and will result in us terminating the volunteering relationship. Breach of these rules is a disciplinary offence.

Health, safety and wellbeing

We are fully committed to ensuring the health, wellbeing and safety of you and anyone else affected by our activities while you're volunteering.

While volunteering, always:

- Take reasonable care of the health and safety of yourself and other people who may be affected by your actions or omissions
- Co-operate with staff by assisting them to fulfil their statutory duties
- Follow TŷHafan's Health, Safety and Wellbeing policy and associated guidance put in place by TŷHafan. These will be pointed out to you by your staff contact during your induction
- Report any accidents, incidents (normally involving property), near misses or potentially dangerous

circumstances to a member of staff, whether or not anyone has been injured

- Be aware of actions to take when an emergency situation arises, and who to contact for support
- Undertake health and safety training as appropriate for your role and duties (including any refresher training).

Reward and recognition

Tŷ Hafan continually recognises our volunteers throughout the year. We also present pin badges and certificates to celebrate volunteers who have been with us 5, 10, 15, 20 or 25 years.

We like to recognise our fantastic volunteers when we can. We may want to acknowledge your volunteering by providing your details that you've shared with us in an internal or external award nomination. If you'd prefer not to be nominated for an award opportunity, please let your staff contact know.

Compliments, complaints and suggestions

We are always looking to improve the experience of volunteering with Tŷ Hafan. If you have any issues while volunteering that can't be resolved by your line manager, please contact the Volunteering Team by emailing volunteering@tyhafan.org or call **029 2053 2199**.

We aim to resolve any issues you may encounter as swiftly and as sensitively as possible, in accordance with our Complaints Policy and Complaints Procedure.



Gifts

Giving or receiving gifts may be a nice gesture, but can also suggest favouritism, or raise expectations of the level of support you can provide in your role. Because of this, we ask volunteers not to give or receive personal gifts from staff or anyone receiving help from Tŷ Hafan.

Keeping us updated

You are responsible for letting us know if your contact details change, particularly if you have a new emergency contact, and also if you move house, get a new phone number, or change any of your personal details. Please make sure you tell your manager so we can update our records.

Looking after yourself

Tŷ Hafan recognises that it has a duty and responsibility to ensure the health, safety and welfare of its employees and volunteers. Volunteers are covered by Tŷ Hafan's Health and Safety Policy. A full copy is available upon request.

Leaving Tŷ Hafan

Tŷ Hafan recognises that volunteers may decide to leave the organisation for a variety of reasons. We have exit procedures in place to ensure that, should you decide to leave, you have the opportunity to provide feedback on your time with Tŷ Hafan.

If you would like a break from volunteering or feel it's time to move on, please keep us informed so that we can update our records. A reference can be provided upon request.



6. How we'll support you

What will my induction be like?

The induction pack is intended to help prepare you for your role as a volunteer. It provides the basic information that you will need in order for you to carry out your role and should be worked through during your induction at your placement site. If you have any queries, please discuss them with your manager or volunteering team.

What support will I be offered?

Your manager will be your main contact, helping you with any queries and providing continuing support.

Will I be given any training?

We want to ensure that you feel happy and confident to carry out your role. The sort of training you will be offered will be tailored to your role – some will be paper based, some hands on and practical and some will be provided online. If you have a specialist role, or will be working directly with children/families, you will have more detailed training before starting your role.

Resolving concerns

We take your concerns seriously and we'll make every reasonable effort to resolve any difficulties. If you have any problems or complaints about your volunteering experience with us, please take the following steps:

- Talk to your staff contact immediately
- Your staff contact will hold an informal meeting with you and make every reasonable attempt to find a satisfactory solution
- If reasonable informal approaches have been tried and failed to resolve the situation, or the complaint is about your staff contact, you should contact their line manager who will review the situation and suggest actions to resolve the situation
- If you have a complaint and you do not feel comfortable speaking to your staff contact or their line manager, you can contact the Volunteering team on **029 2053 2199** or volunteering@tyhafan.org.

Volunteer Agreement

A full copy of the Volunteer Agreement is included at the end of this pack. Please read and familiarise yourself with the contents. Ask your line manager or volunteer contact if you need any clarification.

Keeping you informed

As one of our volunteers, it's important we keep in touch with you. We have various ways of letting you know what's going on in the charity, in your region and in your community. We will endeavour to keep you updated in the following ways:

- Email
- Through the shop
- Facebook / Twitter / Instagram
- Website
- Volunteer bi-monthly newsletter
- Cwtch

Keeping Tŷ Hafan informed/updated

If you have suggestions on how we can improve things, or just want to let us know how everything is going, we'd love to hear from you. Here are some ways you can share your thoughts:

- Talk to your manager If you want to share ideas, suggestions or updates on how you're doing, sit down and have a chat with them

You are responsible for letting us know if your contact details change, particularly if you have a new emergency contact, and also if you move house, get a new phone number, or change any of your personal details. Please make sure you tell your manager or contact the volunteering team directly, so we can update our records.

Taking a break

If your circumstances change, don't feel you have to leave. Talk to your manager about your needs and we might be able to arrange for you to have a break from volunteering for a while. And we will be happy to welcome you back when you're ready.

People survey

We want to make Tŷ Hafan a great place to volunteer and work, so every year you'll be asked to give your feedback and complete an online survey. Your feedback is important to us so please complete the survey when you receive the email.

Compliments, complaints and suggestions

We are always looking to improve the experience of volunteering with Tŷ Hafan. If you have any issues while volunteering that cannot be resolved by your line manager, please contact the volunteering team by calling **029 2053 2199** or email volunteering@tyhafan.org.

We aim to resolve any issues you may encounter as swiftly and as sensitively as possible, in accordance with our Complaints Policy and Complaints Procedure.

7. How you can help

There are so many ways that you can help Tŷ Hafan. Please take a look at the list below to find out how you can make a huge difference today:

1. **Tell a friend** about Tŷ Hafan
2. **Visit our website** and/or follow us on **social media**
3. Give us a like and **share our stories** across our social media channels
4. **Take part** in our fundraising events
5. Donate to one of our **charity shops**
6. If you know anyone who would like to **volunteer with us**, direct them to our [website](#), contact the volunteering team on **029 2053 2199** or email volunteering@tyhafan.org
7. Play our **Crackerjackpot Lottery**
8. **Consider including a gift in your will for Tŷ Hafan** - [Click here](#) for more information about our free will writing service

Volunteer Fundraising Group/member

Another opportunity to volunteer and give back is to become a member of an existing fundraising group or set up your own with a few like minded friends, colleagues or networks in your community.

You will be supported every step of the way by your local community fundraiser who can put you in touch with either an existing group near you, or discuss the opportunities to be part of a new group.



8. Useful information and contact details

Thank you for volunteering with Tŷ Hafan. We are a community, a team and a band of people who pull together to create amazing experiences not only for our children and their families but also for our volunteers, staff and supporters. Every person at Tŷ Hafan plays a vital role and we could not be more grateful for your support.

Volunteering enquiries

Your manager is always your first point of contact. However, if you have any questions about your application, forms you need to complete or other documents, or if you would like to talk to someone in the volunteering team, please contact them on **029 2053 2199** or email volunteering@tyhafan.org.

Head Office details:

Hayes Road
Sully
Vale of Glamorgan
CF64 5XX

Contact number: 029 2053 2199
Hospice Contact number: 029 2053 2200



8. About you

a. My volunteer role is

b. I joined Tŷ Hafan on

c. My line manager is

d. I can contact them on

Telephone number:

Mobile number:

Email address:

e. How to contact the volunteering team:

Email:

Contact No

Notes

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**By donating your time and skills to Tŷ Hafan,
you're helping us to provide comfort, care and support
to children with life-limiting conditions and their families
– helping to make a short life a full life.**

We really couldn't do it without you.

Thank you



tŷ hafan

the hospice for children in Wales
yr hosbis i blant yng Nghymru

Tŷ Hafan, Hayes Road, Sully CF64 5XX

029 2053 2202 | www.tyhafan.org