

# Volunteer Policy

## Governance and Membership

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Target audience:	Volunteers, Trust Staff, managers with responsibility for volunteers

**Document Control Sheet**

<b>Document Lead/Contact:</b>	Governance & Membership Manager <a href="mailto:Hannah.Roy@sath.nhs.uk">Hannah.Roy@sath.nhs.uk</a>
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**Version history**

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## 1 Document Statement

The purpose of this policy is to define the guidelines for the recruitment and involvement of volunteers in our work. This policy aims to:

- ensure a fair and consistent approach to the recruitment of volunteers
- promote good practice and a consistent approach to volunteer management
- clarify the role of volunteers and the relationship between volunteers and paid members of staff within the Trust
- acknowledge the value of the contribution made by volunteers
- confirm the commitment of the Trust in involving volunteers in its work

## 2 Overview

Volunteers make a unique contribution to patients, carers, the public, and staff at The Shrewsbury and Telford Hospital NHS Trust ("The Trust"). Volunteering can be defined as *an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives.* (DH, p20)

The Trust encourages the involvement of volunteers within our hospitals and recognises the valuable contribution they make to the work of our organisation through their time, energy, and skills. Promoting and supporting volunteering can be an effective way for the Trust to enhance engagement of the public, patient and foundation trust member's within the organisation. As an organisation we recognise the important role volunteers have and seek to involve volunteers to:

- improve the services and experience of patients, their families/carers, staff and the public
- provide individuals with new skills, confidence and experience within a hospital setting
- involve the local community in the Trust's activities
- enable the active involvement of our Foundation Trust members (as outlined in our Foundation Trust Membership Strategy)

The Trust is committed to developing, encouraging and supporting volunteer involvement in our work where appropriate. In doing so, it is clearly recognised that volunteers will complement, but not replace, the role of paid members of staff.

## 3 Scope

This policy applies to prospective and current volunteers of The Shrewsbury and Telford Hospital NHS Trust. This policy will be applied to assist ward/department co-ordinators and other staff who work with volunteers as part of their role. The tasks to be carried out by volunteers will be clearly defined in a role description so that both paid staff and volunteers are sure about their respective roles and responsibilities. The value of volunteers is in complementing the work of paid staff, not to substituting it, therefore the roles carried out by volunteers will not threaten the livelihood of paid staff.

Volunteers who work within the hospital from other voluntary organisations are also expected to abide by the practices and procedures set out in this policy.

This policy does not cover:

- Work experience placements
- Student employment
- Patient and Public engagement activities
- Shadowing days
- Volunteering is not the same as work experience. Please see the Trust's policy HR43 Work Experience for more information.

## 4 Definitions

Volunteer	An individual who gives their time under their own free will to undertake duties which they receive no financial compensation, apart from reimbursement of travel expenses, if requested
Young volunteer scheme	The Trust's volunteer scheme for 16 and 17 year olds. Placements are time limited to 6 months.
'The Trust'	The Shrewsbury and Telford Hospital NHS Trust

## 5 Duties and Responsibilities

### 5.1 Director of Corporate Governance

The Director of Corporate Governance has executive responsibility for volunteers within the Trust and will report to the Trust Board.

### 5.2 Governance and Membership Manager

The Governance and Membership Manager has overall responsibility for:

- Ensuring that there is a robust system in place for the recruitment, training and on going support for volunteers in line with this policy.
- Managing the recruitment and selection of volunteers as outlined in this policy
- Developing and implementing new volunteer roles
- Providing advice and support to managers, staff, and volunteers in matters relating to volunteering.
- For developing, implementing, reviewing this policy.
- Promoting volunteering within the Trust and working with external organisations to develop new opportunities.

### 5.3 The Governance and Membership Team

The team are responsible for:

- Processing new volunteering applications and allocating placements
- Maintaining up to date records of volunteers including personal details, training, and their placement.
- Provide support to managers and volunteers and support the implementation of this policy

### 5.4 Ward/Department Manager

The department/ward manager in which the volunteer is placed is responsible for:

- Providing volunteers in their area with a local induction
- Support and training to enable the volunteer to carry out their role
- Provide clarity and direction about the volunteer's role and responsibilities
- Provide day-to-day supervision and management of volunteers in their area
- Undertake a review meeting with the volunteer after 3 months
- Notifying the Governance and Membership office of any volunteers who are absence or have terminated their placement.
- Ensuring that they and their staff are familiar and adhere to this policy

Managers are responsible for ensuring that the tasks carried out by volunteers are appropriate to the role and are documented in the volunteer role description.

The department/ward manager is able to gain support and advice regarding volunteers from the Governance and Membership Office. It is the responsibility of the department/ward manager to raise any concerns regarding behaviour or conduct in relation to volunteers to the Governance and Membership Manager.

## **5.5 All Staff**

All members of staff who have contact with Trust volunteers should have an understanding of the involvement of volunteers in service delivery and the value they bring in complementing the work they do. Staff need to work alongside and support volunteers and assist in the development and implementation of new volunteer roles and adhere to this policy.

## **5.6 Volunteer Co-ordinators**

Where there are roles with a high number of volunteers, there may be a volunteer co-ordinator who will provide additional support and advice to volunteers and staff. Volunteer co-ordinators are volunteers themselves, who maybe been given additional training to carry out their role. Volunteer co-ordinators are not responsible for the management of volunteers within a ward/department; this is the duty of the department/ward manager.

## **5.7 Volunteers**

It is the responsibility of the volunteer to:

- work within the role description
- Adhere to Trust policies and procedures the responsible manager agrees relevant, including infection prevention and control and safeguarding.
- Engage with support and supervision arrangements
- Attending training which is relevant to your role.
- Maintain the confidential information of the organisation and of its patients
- Ensure they wear their ID badge whilst volunteering
- Meet the time commitments and standards which have been mutually agreed to

## **5.8 Third party organisations**

Third party organisations that provide volunteers to work within the Trust are responsible for:

- Ensuring their volunteers are aware of and comply with relevant Trust policies
- Notify and provide evidence to the Trust that the volunteer has passed all the necessary checks, as outlined in this policy. The name, address, and confirmation of checks will be kept on volunteer database by the Governance and Membership Office.
- Notifying the Governance and Membership Office of any volunteer who ceases their volunteer placement.

## **6 Equality and Diversity**

The Shrewsbury and Telford Hospital NHS Trust is committed to equal opportunities and diversity. This commitment is extended to our volunteers. We will not discriminate against our volunteers on the grounds of gender, sexual orientation, disability or impairment, age, race, nationality, marital status, religion or belief.

As an organisation we value difference, and recognise the value that different backgrounds, skills, outlooks, and experiences of our volunteers bring to the organisation. Any behaviour that contradicts the spirit of this statement or the Trust's Equality and Diversity Policy (HR01) will not be tolerated.

In many circumstance, volunteers from overseas can be considered. There are, however, restrictions in some situations. Potential volunteers are advised to check with the relevant authority, such as the UK Border Agency. The Trust may seek additional advice from the Trust's Human Resources department.

The minimum age that an individual can volunteer at the Trust is 16 years old, whilst there is not upper age limit, it is important that the volunteer is able to fulfil the duties of their role safely. The Trust monitors its accessibility of volunteering through its Equality Opportunity form (Appendix 7), which we ask individuals to complete when applying to become a volunteer.

## **7 Recruitment and Selection**

The aim of the recruitment process is to ensure that we match volunteers' skill and abilities with volunteer roles as well as having all the necessary checks needed to volunteer within a hospital setting. The sole qualification for volunteer recruitment will be the suitability for the volunteer to perform the voluntary role on behalf of the Trust. The Governance and Membership Manager is responsible for recruiting volunteers and will reserve the right to decline applications from potential volunteers deemed unsuitable for the needs of the service. All volunteer applications should be processed by the Governance and Membership Office and the recruitment process is outline in Appendix 1.

### **7.1 Defining the role**

For all volunteer opportunities, a role description will be created. Role descriptions are developed by ward/department managers with assistance from the Governance and Membership Office (please see Appendix 2 for role description template). The Governance and Membership Office will liaise with the relevant Manager regarding a volunteer placement prior to any individual agreement being made with a volunteer. All volunteers should work to a role description which clarifies the tasks and responsibilities associated with the role.

### **7.2 Volunteer interest sessions**

The Governance and Membership Office hold regular events for individuals who are interested in volunteering with the Trust to attend. At these sessions individuals can find out more information about volunteering with the Trust, current opportunities and an application pack (appendix 6)

### **7.3 References and Occupational Health**

NHS Employers requires all NHS staff (including volunteers) to provide two references and be subject to health screening. Offers of a placement are subject to these requirements being met successfully and time should be allowed for these checks to be made before an individual can commence volunteering.

All individual applying to volunteer will need occupational health clearance; it is the responsibility of the individual to declare any pre existing medical conditions. If an individual does not attend two occupational health appointments without previously notifying Occupational Health then their volunteer application will be automatically withdrawn by the Trust, apart from in exceptional circumstances.

It should be noted that not everyone who wishes to become a volunteer will be suitable for this role. If a prospective volunteer is not suitable for volunteering in a health setting, then he / she should be provided with honest feedback in a sensitive manner. In addition, the Trust is able to withdraw the offer of a volunteering opportunity with an individual at any stage.

### **7.4 Disclosure Barring Service (DBS)**

As appropriate for the protection of vulnerable adults and children and in accordance with the Rehabilitation of Offenders Act, any individual applying to volunteer in the Trust will be subject to screening by the Disclosure Barring Service (DBS).

Volunteers who do not agree to a DBS check will not be able to volunteer.

Volunteers with criminal convictions are not automatically excluded and a decision regarding recruitment is subject to the discretion of the Trust. Advice regarding previous convictions will be sought from the Trust's Human Resources department.

In determining whether a criminal record is relevant to the volunteer's role, factors such as the nature of the offence, nature of the voluntary role applied for, how long ago the offence took place etc. should be considered.

When completing the DBS form, prospective volunteers must provide specific identification for verification by the Governance and Membership Office. Without sight of original documentation, the Trust will be unable to apply for DBS disclosure.

Volunteers will not commence volunteering until written confirmation of DBS Disclosure is received from the Human Resources department. The current requirement is that such Disclosures are repeated every three years.

Subsequent convictions once a volunteer placement has started must also be declared, in order that a decision can be made as to whether a volunteer placement can continue. This decision will be made jointly between the Governance and Membership Office, Human Resources and the manager of the placement area.

### **7.5 Three Month Agreement**

It is good practice to have a clearly defined trial period for volunteers. This allows the volunteer an opportunity to try out the role and the Trust can see the individual volunteer in action.

All volunteers will complete a provisional period of three months during which time they should receive a higher level of support from the ward/department supervisor. A review meeting should be held at the end of the trial period and, if the volunteer does not wish to continue with the volunteer role after this time, or if he / she is not considered to be suitable for the role, an alternative volunteer opportunity may be offered or the volunteer's agreement may be terminated.

### **7.6 Volunteers recruited through a third party**

Third party organisations (e.g. RVS and League of Friends etc) will be required to evidence that individuals recruited to volunteer in the Trust comply with the volunteer checks outlined in this policy before any start date is agreed. Employment checks can be carried out on behalf of the organisation by the Trust if requested. All volunteers from other organisation are also required to have completed the Trust mandatory volunteer induction training.

## **8 Induction and training**

The Trust aims to ensure that all volunteers have the appropriate induction, training, and support and to carry out their voluntary role within the Trust the Trust reserves the right to withdraw a volunteer placement to individuals who do not comply with the necessary training requirements outlined by the Trust.

### **8.1 Training**

All volunteers have to complete the volunteer mandatory training, either via the Trust's internet or through one of the sessions facilitated by the Governance and Membership Office. The mandatory training session will cover topics such as fire safety, safeguarding of children and vulnerable adults etc. All volunteers have to complete this training prior to starting their placement. It is the responsibility of the both the Governance and Membership Manager and volunteer to ensure that any mandatory training requirements are met.

Other training will be available to volunteers, and some additional training will be mandatory for particular roles. All volunteer training must be approved by the Governance and Membership Manager, as training provided to volunteers which is not relevant to their role can be classed as a monetary benefit, and an has implications regarding pay and tax.

### **8.2 Volunteer Handbook**

All individuals who volunteer with the Trust will also receive a Volunteer Handbook, which will provide further information on volunteering in the Trust, as well as how volunteers can access further information on relevant Trust wide policies and procedures.



### 8.3 Volunteer Agreement and Declaration of Confidentiality

Once all necessary checks have been completed and a volunteer placement has been agreed, a Volunteer Agreement and a Declaration of Confidentiality (Appendix 3 and 4) should be completed and signed by the volunteer. The volunteer agreement is binding in honour only, is not intended to be a legally binding contract, and may be cancelled at any time at the discretion of either party.

### 8.4 Identification (ID) badges

All volunteers will be issued with a Trust ID badge by the Governance and Membership Office prior to commencing their role. Volunteers must wear their ID badge at all times whilst undertaking volunteer activities.

### 8.5 Car Parking Permit

Volunteers will be offered the opportunity to apply for a car parking permit to allow them to park their vehicle at no cost within the designated staff parking areas. The car parking permit should only be used for the purposes of volunteering. The Trust will not refund the cost of parking in hospital grounds. The Trust will not reimburse the cost of parking fines. Volunteers should only use their parking permit solely for the purposes of volunteering and not for other visits to the hospital.

### 8.6 Support and Supervision

The Trust believes it is important to recognise volunteers' contribution through regular supervision and support. Upon starting a voluntary placement an individual will be introduced to a local ward/department nominated supervisor(s). The supervisor will be responsible for ensuring that the volunteer has had a local induction when starting their placement and provide any ongoing departmental local training as required for the volunteer to carry out their role. They will be the primary contact should the volunteer have any immediate issues and will also provide ongoing informal support and guidance to the volunteer.

The Governance and Membership Office is available to offer support and guidance to all volunteers and staff.

## 9 Expenses

Volunteers should be offered reasonable reimbursement for their travel expenses and out of pocket expenses. The trust will only reimburse actual expenses and the amount claimed should never be rounded up, as this can affect benefit and the employment status of the volunteer. Claims for reimbursements need to be submitted on a volunteer claim form (Appendix 5) which must be signed by the appropriate manager and payment authorised by the Governance and Membership Office. All expense forms must be submitted within two months of expenses being incurred.

It is expected that volunteers should use the most cheapest and practical form of transport available to them to get to where they volunteer. Travel expenses should only be claimed from the individual's home to the place of volunteering, unless a diversion in relation to the volunteering activity is needed. Travel expenses that will be reimbursed include:

- **Car and motorbike mileage.** It is normal practice for the Trust to monitor distances travelled/claimed by individuals as part of the Trust regular audit arrangements. All car mileage will be paid at the Trust's current Reserve Rate, with a maximum claim of 20 miles each way. At the discretion of the Governance and Membership Office volunteers who reside outside of the 20 mile radius can claim the additional mileage.
- **Public Transport** (e.g. buses, trains). NHS accounting rules require such claims to be submitted with receipts.
- **Taxis** – the cost of taxis can only be reimbursed where there is a specific need which excludes other forms of transport, and where there has been prior agreement and approval from the Governance and Membership Manager. Receipts must be submitted to allow reimbursement to take place.

Any travel claims not supported by receipts cannot be reimbursed, with the exception of mileage costs.

Those not eligible for reimbursement under this policy include:

- individuals attending public meetings or meetings open to the public
- individuals giving views through a public consultation or survey
- Patient and public engagement activities
- individuals attending health programmes as part of their treatment regime
- individuals mandated to undertake a volunteer placement as part of a course, or work based training to obtain a qualification
- individuals receiving payment from any other organisation for volunteering

The Trust withholds the right to withdraw the offer of reimbursement of travel (or other) expenses to volunteers at its discretion. This includes instances where an individual undertakes a volunteer role for reasons believed to be other than in the spirit the policy statement (1).

## **10 Volunteering and Benefits**

It is the responsibility of the individual to ensure that they meet the conditions of their benefit and/or tax credits (where applicable) whilst volunteering. As legislation changes over time, the Trust cannot offer individuals advice regarding volunteering and their benefits, and shall not be liable for individuals who do not meet their benefit conditions.

## **11 Confidentiality**

Due to the nature of the Trust's business, volunteers may be party to confidential and sensitive information. Volunteers are responsible for maintaining the confidentiality of all privileged information and are expected to follow Trust policies and procedures relating to confidentiality. Volunteers will need to sign a 'Declaration of Confidentiality' (Appendix 4) prior to starting their placement.

Failure to maintain patient confidentiality may result in the termination of the volunteer agreement.

If a volunteer has any concerns relating to issues of confidentiality, he / she must report these to the department/ward supervisor as soon as possible.

## **12 Data Protection**

Records will be kept of individuals who volunteer within the Trust as well as the nature of work carried out by them; these will be kept by the Governance and Membership Office.

Volunteers can be reassured that the Trust only asks for information that it needs and will keep the information securely, limit access to it and will not pass personal details on without the express consent of the volunteer, unless legally obliged to do so. Volunteer personal records will be afforded the same confidentiality as staff records in accordance with the Data Protection Act.

Volunteer files will be destroyed 3 years after an individual's volunteer placement has ended.

Volunteers are expected to follow Trust procedures and policies in relation to patient information and confidentiality.

## **13 Health and Safety**

The Shrewsbury and Telford Hospital NHS Trust recognises its duties under the Health and Safety at Work Act 1974 and is committed to the health and safety of our volunteers. Volunteers are required to carry out their duties in a manner which is safe both to themselves and others and the Trust will

provide volunteers with any information, training, or equipment they need to remain safe. Volunteers are expected to remember their duty of care towards the people around them and not act in any way that might endanger those around them and bring to the notice of the Ward / Department Manager or the Governance and Membership Office of any activity or hazard which could have an adverse affect.

#### **14 Insurance**

Volunteers will be indemnified through the organisations insurance (by the NHS Litigation Authority), providing they carry out activities with the agreement of their supervisor and within the roles description.

It is the volunteer's responsibility to ensure that his / her own insurance policy covers the use of their own vehicle being used as part of his / her voluntary work if this is appropriate.

The Trust will not be held responsible for the loss of any personal items and it is recommended that the volunteer does not bring any personal and/or high value items in to the hospital.

#### **15 Offers of Gifts**

In the event that a volunteer is offered a personal gift or inducement, he / she should:

- refuse the gift unless it is of low intrinsic value i.e. chocolates
- inform the Governance and Membership Manager who will determine what action should be taken

#### **16 Absence and holidays**

Working times will be negotiated and agreed between the volunteer, the Governance and Membership Office and the Ward / Department Manager. If a volunteer is expecting to be absent, he/she should contact their Ward/department supervisor directly at the earliest opportunity. The Governance and Membership Office should be made aware of any unplanned or long term non attendances of volunteers by the ward/department.

#### **17 Notice of departure**

Volunteers are free to leave their placement at anytime, where possible volunteers should give as much notice as possible. Ideally this should be a minimum of 4 weeks notice in order that the Trust can make suitable arrangements to ensure there is no impact on the continuity of the service. For relevant reasons the Trust may decide to terminate a volunteer's placement at the Trust, this will follow on from discussions with all parties.

Volunteers should return ID badges, parking permits and uniform to the Governance and Membership Office once they cease volunteering.

Each volunteer will be asked to complete an exit questionnaire (Appendix 8) which will include the reason for leaving and any comments and suggestions. This will allow the service to be evaluated on a regular basis and where possible, to make improvements.

#### **18 Problem solving procedures**

The Trust aims to identify and solve problems at the earliest opportunity and seeks to ensure fairness and equality in resolving issues. Emphasis will be placed on resolving issues as quickly and informally as possible.

### **18.1 Volunteers with problems**

If a volunteer has a complaint about a member of staff or volunteer, then he/she should raise it with their ward/department manager in the first instance. If the issue is not resolved then the volunteer can take the complaint to the Governance and Membership Manager. The volunteer may be required to put any such grievance in writing and assistance can be provided if appropriate and necessary. The complaint will be investigated and a decision reached usually within 14 days.

### **18.2 Problems with volunteers**

Volunteers are expected to conduct themselves to the same standard of behaviour as employed Trust staff. If a ward or department has a concern regarding a volunteer's behaviour or their ability to carry out their role, then in the first instance, the ward/department manager should discuss their concerns with the volunteer directly. If the problem can not be resolved informally it should be referred to the Governance and Membership Manager to be investigated. The volunteer will have an opportunity to put their case forward during the investigation. Following an investigation an informal warning may be issued and a timeframe for improvement agreed. If there is insufficient progress after the agreed timeframe then a formal warning maybe issued, again following an opportunity for the volunteer to put their case.

The final stage is the exclusion of the volunteer, again following investigation.

Where a volunteer is accused of committing serious misconduct (this may include, but not limited to, theft, acts of violence, harassment, malicious damage, breaches of confidentiality etc) then the individual will be asked to stop volunteering while the matter is investigated. This should take no longer than 14 working days. As an outcome of the investigation the volunteer may then have their volunteering role ceased permanently.

The Trust has the right to terminate a volunteer agreement if satisfied that the volunteer has not adhered to the Trust's policies and procedures or fails to perform their role satisfactorily.

## **19 Young People**

The Trust is committed to providing volunteer roles for young people from schools and colleges in the area. The Trust has established a Young Volunteer Scheme for 16 and 17 year olds. Young Volunteers are expected to abide by the Volunteer policy.

The minimum age for volunteering within the Trust is 16. All individuals who want to participate in the young volunteer scheme will first meet with the Governance and Membership Team. Placements are for 6 months, and there are a limited number of placements available within the scheme. Individuals who have an interest in a career within health will be given priority.

The Governance and Membership Office will ensure the most age appropriate placement is provided to the young volunteer and this will be agreed with the individual prior to commencing their role.

Individuals who would like to be accepted on to the scheme will have to have written parental/guardian permission. A standard letter requesting the permission of the parent / guardian for the young person is sent by the Governance and Membership Office.

Once parental/guardian permission has been received, the Trust will then carry out all standard volunteer recruitment checks. In addition, young volunteers will also meet with the Volunteer team, to discuss their volunteer placement, and an individual young person's risk assessment will be carried out. A copy of this risk assessment will be sent to the parent/guardian to sign.

Whilst on placement all the young volunteers are provided with support from their department/ward supervisor. The Governance and Membership Office will also offer young volunteers the opportunity to meet up with a member of the team on a regular basis to discuss their placement. When possible the

Governance and Membership Office will try and place two young volunteers together as this can support the individuals in providing each other with mutual support within the bounds of confidentiality.

## 20 Recognition of volunteers

The Trust recognises the time, energy, and commitment that volunteers make to our organisation. In acknowledging the role important contribution volunteers make to our organisation, we will hold an annual ‘thank you’ event to which all volunteers are invited to attend. However it is also important that appreciation is shown individually to volunteers in the wards/departments they are based.

## 21 Training Needs

There is no mandatory training associated with this policy. If staff have queries about its operation, they should contact their line manager or the Governance and Membership Manager.

## 22 Monitoring of this Document

Aspect of compliance or effectiveness being monitored	Monitoring method	Responsibility for monitoring (job title)	Frequency of monitoring	Group or Committee that will review the findings and monitor completion of any resulting action plan
Compliance of volunteer documentation requirements	Volunteer database and audit of volunteer files	Governance and Membership Manager	Annually	Corporate Governance Board
Accurately maintaining volunteer database and where individuals are volunteering	Audit of all volunteer placements with ward/department	Governance and Membership Facilitator	6 months	Corporate Governance Board

## 23 Equality Impact Assessment (EQIA)

This document has been subject to an Equality Impact Assessment and is not anticipated to have an adverse impact on any group. In some areas we the policy will have a positive impact on specific groups and those individuals they support.

## 24 Review Process

This policy will be reviewed three years from the date of ratification or earlier in the event of significant changes, following feedback or to take account of changes in local or national guidance.

In order that this document remains current, any of the appendices to the policy can be amended and approved during the lifetime of the document without the document having to return to the ratifying committee.

## 25 References

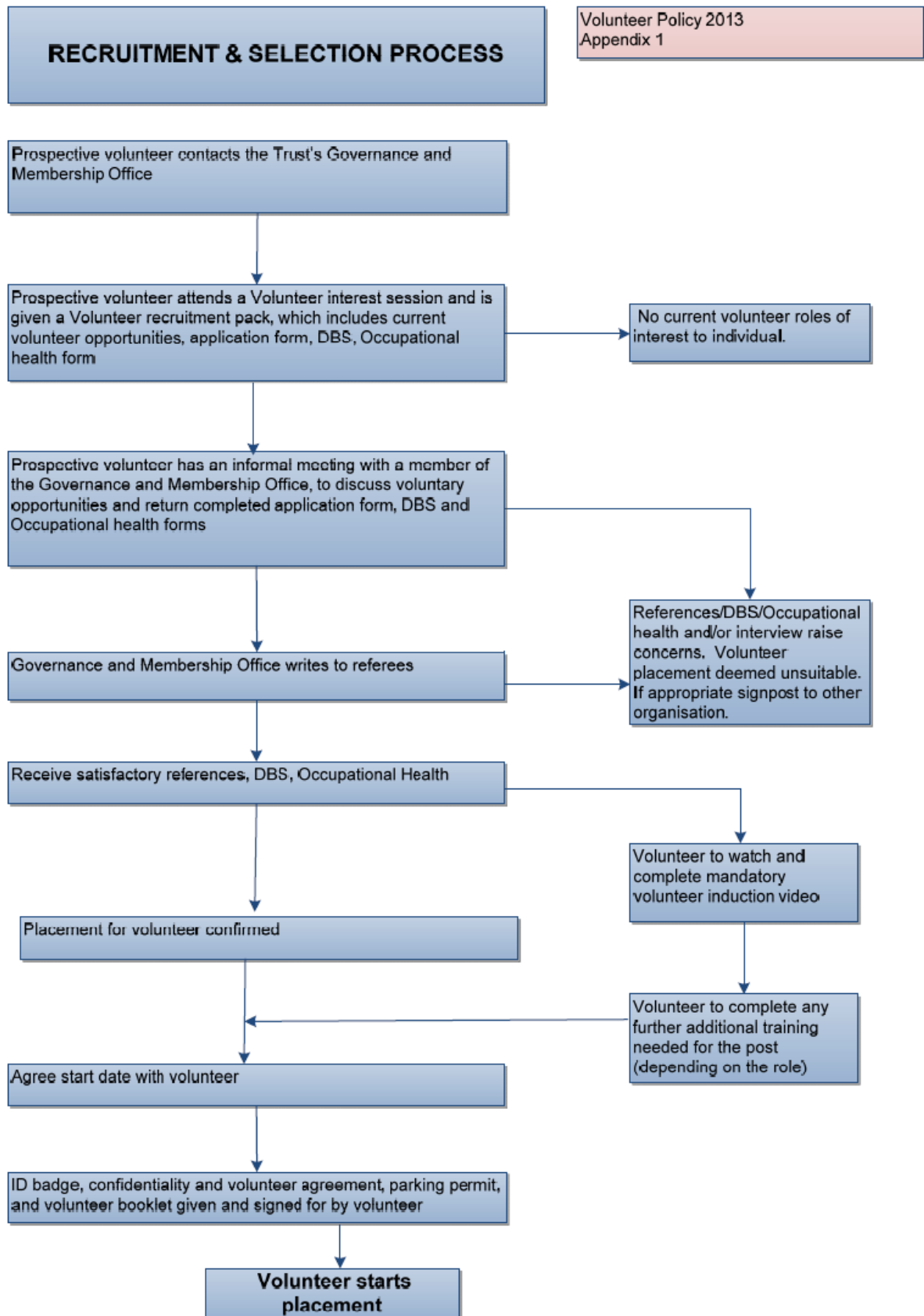
Volunteering England, *Volunteers across the NHS: Improving patient experience and patient led services*

## 26 Associated Documentation

HR13 Reimbursement of Travel, Accommodation and Subsistence Expenses  
HR01 Equality and Diversity Policy

HR33 Recruitment and Selection  
HR43 Work Experience  
HR53 Dress code and Appearance  
Hand Hygiene IPC policy  
HS01 Health and Safety policy

Appendix 1 Recruitment diagram



Appendix 2 Volunteer Role Description Template

# The Shrewsbury and Telford Hospital



NHS Trust

## ROYAL SHREWSBURY HOSPITAL / PRINCESS ROYAL HOSPITAL

### Volunteer Role description TEMPLATE

**Post:**

**Role Summary:**

**Nature of duties:**

**Important points:**

- If in doubt, seek help or advice
- Treat all information in the strictest of confidence
- Treat patients, visitors and staff with care, respect and dignity at all times
- Able to commit reliably to agreed volunteering attendance
- To abide by the Trust's policies and procedures
- To be undertake any training deemed appropriate to the volunteer role

#### **GENERAL INFORMATION**

- Volunteers should not undertake duties outside this role description without checking first with their ward/department supervisor
- Volunteers must not undertake any manual handling tasks (unless they have received the relevant training) or provide clinical care
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature
- Volunteers are reminded of the importance of confidentiality at all times - they must under no circumstances discuss patients' affairs with any person other than the relevant staff.
- If a patient / visitor raises concerns about their treatment or visitor to the hospital, the volunteer should direct the person to the ward/department manager or the Patient Advice and Liaison Service (PALS).

#### **Health & Safety**

As a volunteer of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

#### **Infection Prevention and Control**

The prevention and management of acquired infection is a key priority for the Trust.

Any breach of infection control policies is a serious matter which may result in the termination of your volunteer placement. As volunteer of the Trust you have a responsibility to:



## *Volunteer Policy*

- Are compliant with Infection Prevention and Control standards as set by your department/ward supervisor and outlined in your induction.
- Be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff

### **Information Governance**

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards.

### **Safeguarding Children and Vulnerable Adults**

We all have a responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk.

Further information and associated documentation:

HS01 Health and Safety policy  
HR01 Equality and Diversity  
HR33 Recruitment and Selection  
HR39 Smoking Policy  
HR43 Work Experience  
HR53 Dress Code and Appearance  
Hand Hygiene IPC policy

If you would like to view any of these policies please ask your ward/department supervisor or the contact the Governance and Membership Office

For further information on this volunteer role please contact:

Governance and Membership Office  
Royal Shrewsbury Hospital  
Mytton Oak Road  
Shrewsbury  
SY3 8XQ

Tel: 01743 261473

Appendix 3 Volunteer Agreement



Volunteer Agreement

Name:

Volunteer Agreement

Volunteers are an important valued part of the work of The Shrewsbury and Telford Hospital NHS Trust (SaTH) and we hope you enjoy volunteering with us.

This agreement outlines what you can expect from us whilst volunteering and what we can hope from you. This agreement is not a contract and the Trust has no intention to create a contractual agreement between ourselves and the volunteer signatory. This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

You can expect the Shrewsbury and Telford Hospital NHS to commit to:

- Provide relevant training, support and information for you to carry out your volunteering role.
• Provide support and supervision within your volunteering role.
• Respect your skills, dignity and individual wishes and to do our best to meet them.
• Communicate with you and keep you informed of possible changes.
• Provide insurance to cover you whilst volunteering within the duties of your role description
• Provide a safe workplace.

As a volunteer we expect you to:

- Perform your volunteering role to the best of your ability;
• Follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to patients, public, staff and volunteers
• Maintain the confidential information of the organisation and of its patients
• Meet the time commitments and standards which have been mutually agreed to
• To give reasonable notice if you are unable to attend your voluntary placement so alternative arrangements can be made by the ward/department

Signed.....(Volunteer)

Date: .../.../.....

Signed.....

(On behalf of Shrewsbury and Telford Hospital NHS Trust)

## Appendix 4 Declaration of Confidentiality

# The Shrewsbury and Telford Hospital NHS Trust

## Declaration of Confidentiality

I hereby declare that I will observe Trust policies and procedures in relation to Confidentiality and Data Protection legislation whilst volunteering for Shrewsbury and Telford Hospital NHS Trust.

- I will hold in strict confidence any personal information concerning patients or members of staff which may become known to me verbally or by access to manual or computerised records during the exercise of my duties and that I will not divulge such information to any unauthorised person nor discuss it with colleagues in any public place.
- I understand that such confidential or personal information includes a patient's diagnosis and treatment, and any other particulars relating to his or her condition.
- I undertake not to knowingly access any personal information unless such information is essential for me to undertake my role, and I have had the permission of a member of staff to access the information.
- I recognise and accept that access to, holding and the use of information is subject to the Data Protection Act and this affects the holding, obtaining, recording, using, sharing and disposal of information.
- I understand that undertaking a voluntary role with the Trust, that I will not divulge any personal information relating to individuals, with the exception of those under the Data Protection Act.
- I am aware that matters concerning the work of the health service including information about patients and staff should never be discussed outside of the

*Volunteer Policy*

health service. All volunteers have a moral and legal obligation to patients and staff at the Shrewsbury and Telford Hospital NHS Trust.

- I undertake to ensure, as far as is within my control, information in which ever form, can not be viewed by unauthorised persons, and that the information is stored securely and disposed of in the correct manner.
- I further undertake to inform my supervisor or the Information Governance Manager if I become aware of any breaches in the security, access, holding or disposal of information.

I understand that the disclosure to unauthorised persons of confidential information concerning patients or any members of staff is a serious matter which may result in the termination of my volunteer placement.

**Volunteer Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Governance and Membership Office:** \_\_\_\_\_

**Post Held:** \_\_\_\_\_

Appendix 5 Volunteer Claim for Expenses



Volunteer claim form for expenses

Please complete in block capitals. For reimbursement all expenditure must be agreed in advance and receipts must be provided and be attached to this form.

Name:					
Address:				Postcode:	
Hospital site:		Department:		Return mileage home to hospital site:	
All expense claims are paid directly into your bank account by BACS payment. Please provide your the bank details for the account you would like payment to be made:					
Account Number			Sort Code:		
I certify that:					
(a) The travelling allowance claimed is in respect of expenses actually incurred whilst volunteering (b) I had a valid driving licence, MOT certificate and insurance throughout the period claimed. (c) My insurance policy current throughout the period claim provided full party insurance cover against risk or injury to, or death of passengers and damage to property. I undertake to indemnify the authority in respect of any claim made against me for which my insurance policy does not provide cover (d) I further declare that no other claim for reimbursement from public or charitable funds has been nor will be made in respect of this claim.					
Volunteer signature			Date:		
To be completed by ward/department manager – I certify that to the best of my knowledge and belief, the claimant was volunteering on the dates shown					
Ward/Department manager signature		Date:		Volunteer Office signature: Date:	
Notes:					
1. The claim has to be countersigned by the department/ward manager. All forms should then be forwarded to the Governance and Membership office. 2. All expense claims to be agreed with the Governance and Membership office in advance and receipts (where applicable should be attached to this form, e.g. public transport tickets, parking tickets etc). 3. All car mileage will be paid at the Reserve Rate; to a maximum of 20 miles each way can be claimed. At the discretion of the Governance and Membership Office volunteers who reside outside of the 20 mile radius can claim the additional mileage. 4. Please see Volunteer policy for exclusions to reimburse expenses.					



Appendix 6 Volunteer Application Form

The Shrewsbury and Telford Hospital



NHS Trust

Volunteer application form - Confidential

Personal Details			
First name			
Surname/Family name			
Title		Date of Birth	
Address			
	Post Code:		
Home telephone		Mobile number	
Email address			
National Insurance Number			

Emergency contact details			
In case of an emergency whilst you are volunteering please provide details of an emergency contact			
Name		Contact telephone	
Relationship to you			

Why are you interested in becoming a volunteer for The Shrewsbury and Telford Hospital NHS Trust?

Please give details of any previous voluntary experience.

Please give the details of any interests, qualifications, hobbies and/or other experience you feel is relevant.

**Is your voluntary placement a requirement of a school/college course or work based training? (Please give details below).**

--

**The volunteer role I am applying for is:**

--

**I would like to volunteer at:**

<b>Royal Shrewsbury Hospital</b>		<b>Princess Royal Hospital, Telford</b>		<b>Services at other Trust locations</b>	
----------------------------------	--	---	--	--	--

**My availability**

Please indicate the days and times you are available to volunteer

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM							
PM							
Evening							

**References**

Please give the details of two people who you have known for over two years, other than relatives or friends, one of whom should be your present or most recent employer/line manager. Students may give the name of a course tutor/lecturer. Long term unemployed applicants may provide the name of a personal referee e.g. a neighbour. To enable us to process your application form as quickly as possible, please provide an email address if possible for your references

**Referee 1**

<b>Surname</b>		<b>First name</b>	
<b>Address</b>			
<b>Postcode</b>		<b>Email address</b>	
<b>Contact telephone number</b>		<b>Relationship to you</b>	

**Referee 2**

<b>Surname</b>		<b>First name</b>	
<b>Address</b>			



*Volunteer Policy*

<b>Postcode</b>		<b>Email address</b>	
<b>Contact telephone number</b>		<b>Relationship to you</b>	

<b>Do you need a work permit to work in the UK?</b>				
<b>Yes</b>		<b>No</b>		<b>Don't Know</b>

<b>If you currently hold a work permit/visa please give details, including type and expiry date:</b>

<b>Where did you hear about volunteering at The Shrewsbury and Telford Hospital NHS Trust?</b>					
<b>Trust website</b>		<b>Voluntary organisation</b>		<b>Newspaper</b>	
<b>Member of staff</b>		<b>School/college</b>		<b>Radio</b>	
<b>Other, please specify</b>					

<b>Health</b>		
<p>The Shrewsbury and Telford Hospital NHS Trust has a positive approach to disabilities and welcomes volunteer applications from individuals with a disability. Under the terms of the Disability Act a disability is defined as a 'physical or mental impairment which has a substantial and long term effect on a person's ability to carry out normal day to day activities'.</p>		
Do you have a disability within the meaning of the Disability Discrimination Act 1995	<b>YES</b>	<b>NO</b>
Are there any special arrangements we would need to make because of your disability	<b>YES</b>	<b>NO</b>
If yes please give details		
<p><b>Please note that all individual's applying to volunteer at the trust will need occupational health clearance</b></p>		

<b>Rehabilitation of Offenders Act 1974 (Exemption Order 1976)</b>	
<p>Because of the sensitive roles undertaken by volunteers and their contact with vulnerable people you must declare any criminal convictions against you even if they are regarded as 'spent' under the above act. Applicants for roles involving substantial access to children or vulnerable adults will be subject to 'Disclosure' screening by the Disclosure and Barring Service (DBS). To assist us please complete the following:</p>	
<p><b>A. Have you been convicted of a criminal offence, been bound over or cautioned, or are you currently the subject of any police investigations which might lead to a conviction, an order binding you over, or a caution in the UK or any other country? YES/NO.</b></p>	
If yes please give details:	
<p><b>B. Because of the need to protect vulnerable patients I hereby consent to the Trust making all such enquiries including enquiries to the Police, about me that they deem appropriate.</b></p>	

<b>Signed</b>		<b>Name (blocked capitals)</b>	
<b>Date</b>		<b>Length of residence at current address</b>	

**Declaration**

**I declare that the information given on this form is true and complete to the best of my knowledge and beliefs.**  
 Signed..... Date.....

Data Protection: The information you have provided and agreed to will be kept by the Trust and treated in the strictest of confidence. It will not be shared with a third party without your explicit consent unless we have a statutory obligation to do so. We may access your contact details in the event of an emergency affecting you.

The Shrewsbury and Telford Hospital NHS Trust is working towards becoming an NHS Foundation Trust. This will give people in Shropshire, Telford & Wrekin and mid-Wales a greater opportunity to get involved in the Trust and have more say in how local health services are run. The views and involvement of the public, patients and staff are central to moving forward and succeeding as a foundation trust. Please  tick this box if you do not wish to be made a member.

**Please return to Governance and Membership Office, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, SY3 8XQ**

Appendix 7 Equal Opportunities Monitoring Information



**EQUAL OPPORTUNITIES MONITORING INFORMATION**

The Shrewsbury and Telford Hospital NHS Trust aims to be an inclusive organisation where everyone is treated with respect and dignity and there is equal opportunity for all. To make sure that we attract and recruit a diverse pool of volunteers, we collect and monitor equal opportunities data. We ask all volunteers to answer the questions below. We will treat your information as confidential, and only use it for monitoring purposes.

Please tell us your gender			
Male	<input type="checkbox"/>	Female	<input type="checkbox"/>

Age															
16-24	<input type="checkbox"/>	25-29	<input type="checkbox"/>	30-34	<input type="checkbox"/>	35-39	<input type="checkbox"/>	40-44	<input type="checkbox"/>	45-49	<input type="checkbox"/>	50-54	<input type="checkbox"/>	55-59	<input type="checkbox"/>
60-64	<input type="checkbox"/>	Prefer not to say		<input type="checkbox"/>											

Employment status:			
Not currently seeking employment	<input type="checkbox"/>	Retired	<input type="checkbox"/>
Unemployed but seeking employment	<input type="checkbox"/>	In full time employment	<input type="checkbox"/>
In full or part time education	<input type="checkbox"/>	In Part employment	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>		

Are you married or in a civil partnership?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Do you consider yourself to have a disability?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

What is your sexual orientation?			
Heterosexual/straight	<input type="checkbox"/>	Gay women/lesbian	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>	Other	<input type="checkbox"/>
		Gay man	<input type="checkbox"/>
		Prefer not to say	<input type="checkbox"/>

Do you have caring responsibilities If yes please tick all that apply?			
None	<input type="checkbox"/>		
Primary carer of a child/children (under 18)	<input type="checkbox"/>	Primary carer of disabled child/children	<input type="checkbox"/>
Primary carer of older person (65+)	<input type="checkbox"/>	Secondary carer	<input type="checkbox"/>
		Primary carer of disabled adult (18 and over)	<input type="checkbox"/>
		Prefer not to say	<input type="checkbox"/>

How would you describe your national identity?			
English	<input type="checkbox"/>	Welsh	<input type="checkbox"/>
British	<input type="checkbox"/>	Scottish	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	Northern Irish	<input type="checkbox"/>
		Other white background	<input type="checkbox"/>

Do you have caring responsibilities If yes please tick all that apply?							
No Religion	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Christian	<input type="checkbox"/>	Hindu	<input type="checkbox"/>
Any other religion	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
				Sikh	<input type="checkbox"/>		

*Volunteer Policy*

<b>Ethnicity</b>			
<b>White</b>			
White British	White Irish	Other white background	
<b>Mixed</b>			
White & Black Caribbean	White & Black African	White and Asian	
Other Mixed background			
<b>Asian</b>			
Indian	Pakistani	Bangladeshi	
Other Asian background			
<b>Black/Black British</b>			
African/Caribbean	White & Black African		
<b>Other ethnic groups</b>			
Chinese	Other ethnic group		

*Please return to Governance and Membership Office, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, SY3 8XQ.*

Appendix 8 Volunteer Exit Survey

The Shrewsbury and Telford Hospital   
NHS Trust

Volunteers Exit Survey

The Shrewsbury and Telford Hospital NHS Trust is keen to improve the experience of our volunteers. This questionnaire is designed to help us understand what is working well and areas for improvement. You are welcome to complete this questionnaire anonymously or if you would like a member of the volunteer team to contact you regarding your experiences please complete the contact section at the end of this questionnaire.

1. Ward/Department of volunteering placement: .....

2. Where did you volunteer?

Royal Shrewsbury Hospital		Princess Royal Hospital	
---------------------------	--	-------------------------	--

3. How long have you been volunteering at the Trust?



0-3 months		3-6 months		6-12 months		1-2 years		2+ years	
------------	--	------------	--	-------------	--	-----------	--	----------	--

4. Please indicate the reason for leaving The Shrewsbury and Telford Hospital NHS Trust:

Family commitments		I can not give the time commitment	
I found paid employment		I did not like the tasks I was doing	
I did not feel my time was well used		I was not made to feel welcome	
Other (please give details)			

5. On a scale of 1 to 10 (1 being the lowest and 10 being the highest), please answer the following questions:



a. How much did you enjoy your volunteering experience at the Trust?

 1    2    3    4    5    6    7    8    9    10 

b. Were you welcomed and felt part of the team where you volunteered?

 1    2    3    4    5    6    7    8    9    10 

c. Did you find your volunteer role to be rewarding?

 1    2    3    4    5    6    7    8    9    10 



6. If a family member or friend were thinking about volunteering at The Shrewsbury and Telford Hospital NHS Trust, would you recommend the organisation to them as a result of your volunteer experience?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7. What did you like best about volunteering at the hospital?

--

8. What did you least like about volunteering at the hospital?

--

9. What suggestions or changes would you make to the way we work with volunteers?

--

Thank you for taking the time to complete this questionnaire. If you would like a member of the volunteer team to contact you about your volunteering experiences please complete the contact information below:

<b>Name</b>	
<b>Contact Number</b>	

## Appendix 9 Employer-Supported Staff Volunteer Scheme

### 1. Introduction

The Shrewsbury and Telford Hospital NHS Trust already has a strong volunteer community that provides support to a range of clinical and non-clinical services.

Volunteering opportunities have now been extended to provide staff within the organisation the opportunity to volunteer. Research has shown that employers with successful volunteering programmes find that the organisation benefits from a more positive image, staff feel proud to work for them and potential employees want to join them.

Evidence also indicates that staff volunteering programmes may also support the retention of staff, and help reduce the loss of trained and experienced staff who may otherwise consider leaving. (Volunteer England, *Employer Supported Volunteering*<sup>1</sup>).

This appendix is an extension of the Trust's Volunteer Policy, and staff volunteers are expected to adhere to the requirements of the policy as well as those contained in this additional appendix.

### 2. Benefits for Staff

Staff may choose to volunteer for many reasons; from wanting to develop new skills to being able to 'give something back'. Staff volunteer programmes have been shown to have a positive impact upon the members of staff's health and well-being. Other benefits include:

- Giving individuals a sense of pride and ownership and feeling valued by the organisation.
- Contributing to an individual's life-long learning
- Helping improve staff motivation and developing key skills such as communication and problem-solving
- Enabling staff to develop skills which may not be possible in their day-to-day job but may enhance the way they do their job
- Increasing an individual's awareness and understanding of how other parts of the organisation work.
- Improving and increasing staff engagement
- Having a beneficial effect on personal and mental well being

### 3. Benefits for the Organisation

An internal volunteer programme can have many benefits for the organisation as well, including:

- Existing and potential new staff having a more positive view of the Trust
- Helping staff to develop as individuals, bringing back new skills, confidence and enthusiasm to their department
- Enhancing the Trust's reputation and truly living by our values
- Potentially improving staff retention, through improving staff morale and sense of 'team'
- Improving the patient's experience

### 4. Volunteering opportunities

---

<sup>1</sup> NHS Employers (2010), *Volunteering pack – Staff as Volunteers*, [www.nhsemployers.org/publications](http://www.nhsemployers.org/publications)

The Trust recognises that staff have different needs and commitments in relation to volunteering within the organisation. As such there are several types of placements available to staff who want to apply for this scheme:

**(i) Regular volunteer placement** – This type of placement is for staff that would like to commit to a regular day and time to volunteer. Placements would be on a specific ward or department and there would be an expectation that the member of staff would attend this placement for a minimum of 6 months. For example, for two hours in the afternoon every alternate Wednesday

**(ii) Ad-hoc volunteer placement** – This type of placement would be for an individual who could not commit to a regular day/time and would need a volunteer placement which could be tailored around an unpredictable workload. Individuals could volunteer in a number of different areas/departments depending on service need at the times they can volunteer. For example, if a ward needed additional support temporarily to comfort or settle a confused or disorientated person, or to provide a visitor for a patient, they could contact the Volunteer Office to approach an ad-hoc staff volunteer for a short period of support

**(iii) Informal volunteering** – This type of placement is for staff who do not want to commit to a long-term volunteer placement. Throughout the year the Trust offers opportunities for individuals to participate and volunteer on specific projects, where individuals only have to commit to half a day/full day. For these volunteer opportunities the individual does not usually have to have the recruitment checks required for other volunteering placements, due to the projects being supervised and not having patient contact. For example to work with community volunteers on a small-scale gardening project.

## **5. Recruitment and Selection Process**

All members of staff interested in volunteering with the Trust will need to first have the permission of their line manager to participate in this Scheme. Prior to applying for this Scheme the member of staff will need to agree with their manager the number of hours per month they can volunteer. Volunteering hours can either be taken as part of the individual's paid working hours or the individual can choose to volunteer outside of their working hours. Once line management approval has been given **Form A** needs to be completed and signed by the line manager and returned to the Volunteers Office.

All individuals that take part in the scheme will need to have Disclosure and Barring Service (DBS) and Occupational Health clearance (if they do not have this already). If an individual does not have these clearances from their normal employment the Volunteers' Office will carry out these checks. No individual will be able to volunteer in a clinical area without these clearances.

For some voluntary roles individuals will need to attend an additional training session prior to starting their placement, for example dementia awareness buddy, mealtime buddy.

Once all checks and training have been completed a placement will be organised by the Volunteers' Office, to suit the individual's choice of role and the needs of the service.

The Trust recognises that all volunteers should complement, but not replace, the role of paid members of staff. Staff volunteers should only carry out duties outlined in their role description, and should never provide clinical care to patients whilst volunteering, even if the member of staff has the relevant clinical training.

Whilst volunteering the employee will be:

- subject to the normal HR policies
- supervised by the ward/department where they are allocated (with support from the Volunteers' Office)



- only required to carry out tasks that are outlined with their role description.

Please note:

- No additional remuneration will be paid to staff to undertake voluntary work associated with this scheme
- Staff should not be expected to volunteer during their lunch break.
- Staff should not be placed in a volunteer role that has any relation to their paid work within the organisation.
- The needs and demands of a member of staff's paid role should always take priority over their volunteer placement. Releasing staff for volunteering should be subject to the needs of the service.

The Trust has the right to terminate a volunteer agreement if satisfied that the volunteer has not adhered to the Trust's policies and procedures or fails to perform their role satisfactorily.

## **6. Problem Solving**

The Trust aims to identify and solve problems at the earliest opportunity and seeks to ensure fairness and equality in resolving issues. Emphasis will be placed on resolving issues as quickly and informally as possible.

### **(i) Staff volunteer with problems**

As outlined in the Volunteer Policy, if a staff volunteer wishes to raise a concern regarding their volunteer placement, then he/she should raise it with the ward/department manager in the area where they are volunteering the first instance. If the issue is not resolved then the volunteer can take the complaint to the Volunteers' Office. The volunteer may be required to put any issue in writing and assistance to do this can be provided if appropriate and necessary. The concern will be investigated by the Volunteers' Office and a decision reached usually within 14 days.

### **(ii) Problems with a staff volunteer**

Whilst volunteering all staff are still subject to the normal Trust HR policies and are expected to conduct themselves with the same standard of behaviour as they do in their paid role. If a ward or department has a concern regarding a staff volunteer's behaviour or their ability to carry out their role, then in the first instance, the ward/department manager should discuss their concerns with the volunteer directly. If the problem cannot be resolved informally it should be referred to the Volunteers' Office.

# The Shrewsbury and Telford Hospital

NHS Trust

## FORM A Staff Volunteer application form – Confidential

Section A				
Name				
Job Title				
Contact Telephone Number				
I am based at	RSH		PRH	
Name of Line Manager				
Line Managers Telephone Number				

To participate in this volunteer scheme you will need line management approval, including agreement for the number of hours and days you volunteer. Please complete Section B with your line manager.

Section B							
The volunteer role I am applying for is:							
Would you like to volunteer on a specific ward/department?							
I would like to apply for the following type of volunteer placement	Regular Volunteer placement		Ad-Hoc volunteer placement		Informal volunteer placement		
I would like to volunteer at:	Royal Shrewsbury Hospital		Princess Royal Hospital				
AVAILABILITY							
Please specify the day and time you would like to volunteer							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM							
PM							
Evening							
How many hours will you volunteer per week or month?	.....hours						
		Week		Month			
Have you a DBS clearance from The Royal Shrewsbury and Telford Hospital NHS Trust?	YES/NO						
If yes, please state the year of your DBS clearance.							

<b>Section C</b>		
<b>Health</b>		
<p><b>The Shrewsbury and Telford Hospital NHS Trust has a positive approach to disabilities and welcomes volunteer applications from individuals with a disability. Under the terms of the Disability Act a disability is defined as a ‘physical or mental impairment which has a substantial and long term effect on a person’s ability to carry out normal day to day activities’.</b></p>		
Do you have a disability within the meaning of the Disability Discrimination Act 1995	<b>YES</b>	<b>NO</b>
Are there any special arrangements we would need to make because of your disability	<b>YES</b>	<b>NO</b>
If yes please give details		
<b>Rehabilitation of Offenders Act 1974 (Exemption Order 1976)</b>		
<p>Because of the sensitive roles undertaken by volunteers and their contact with vulnerable people you must declare any criminal convictions against you even if they are regarded as ‘spent’ under the above act. Applicants for roles involving substantial access to children or vulnerable adults will be subject to ‘Disclosure’ screening by the Disclosure and Barring Service (DBS). To assist us please complete the following:</p>		
<p><b>A. Have you been convicted of a criminal offence, been bound over or cautioned, or are you currently the subject of any police investigations which might lead to a conviction, an order binding you over, or a caution in the UK or any other country? YES/NO.</b></p>		
If yes please give details:		
<b>Declaration</b>		
<p><b>I declare that the information given on this form is true and complete to the best of my knowledge and beliefs.</b></p> <p>Signed.....</p> <p>Date.....</p>		
<p>Data Protection: The information you have provided and agreed to will be kept by the Trust and treated in the strictest of confidence. It will not be shared with a third party without your explicit consent unless we have a statutory obligation to do so. We may access your contact details in the event of an emergency affecting you.</p>		
<b>Line Management Approval</b>		
<p>I am the line manager of the above individual and I give permission for them to participate in this scheme and the hours agreed in this document.</p> <p>Signed.....</p> <p>Date.....</p>		
<p><b>Please return to Volunteers’ Office, Royal Shrewsbury Hospital, Stretton House, Mytton Oak Road, Shrewsbury, SY3 8XQ. Email: <a href="mailto:members@sath.nhs.uk">members@sath.nhs.uk</a> Tel:261473</b></p>		
<p><b>* Please note the needs and demands of a member of staff’s paid role should always take priority over their volunteer placement. Releasing staff for volunteering should be subject to the needs of the service.</b></p>		