

Volunteer Supervisor Guidance for Staff



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How to create a Role Profile

If the volunteer position you want to create is a new placement to your service, then a role profile will need to be created. This will enable the volunteer to see what the role entails and what skills they will need for it.

A blank role profile is included in this guide to help you create the role profile, (see appendix 2). This can be emailed to you on request.

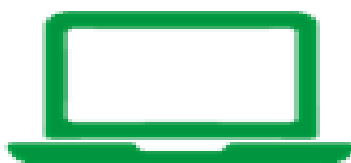
If possible, include a brief description of your team or service area so that the volunteer is aware of the type of area they will be supporting.

Please include some of the tasks that the volunteer will be supporting your team with, and also include any of the skills that the volunteer should have.

If there is a specific day or time when you would want the volunteer to support you, please include that under the 'Your Commitment' section.

Volunteer roles complement the work of paid staff; adding value to a service and providing the little extras which can go a long way to improving a service user's experience of their care. Volunteers can also benefit staff and carers by providing the dedicated attention which they may not always have time to do.

Volunteers provide a service to service users, their relatives and carers and their role is complementary, not a substitute for paid roles. They should not be asked to undertake duties associated with paid employment.



DBS levels for your volunteer

Currently, all of the Trust volunteers have DBS checks ranging from Standard to Enhanced with Adult/Children Barred Lists, dependant on the type of role that they are supporting. If a volunteer has more than one volunteer role, they will have DBS clearance to the highest standard that they need for the roles that they are doing.

Standard DBS

Any employment concerned with the provision of health services, which allows access to persons in receipt of those services in the course of their duties. Even if that person is not providing a clinical service, just the fact they have access to service users is enough.

Enhanced DBS

If someone works with adults but there is no regulated activity and the following criteria are met

1. Service users are 18 or over and receiving a listed health or social care services
2. The volunteer does one or more of the following;
 - train, teach, instruct, provide assistance, advice, guidance
 - care for, supervise, provide treatment or therapy
 - moderate a public interactive electronic communications service
 - work in a care home
 - drive adults under contract arrangements
3. They carry out this work often enough - more than 3 days in a 30 day period



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Enhanced with adults barred list

If a regulated activity with adults is being carried out even if this just happened once

- Providing health care
- Providing personal care
- Social work
- Assistance with day to day running of the adult's own household
- Assistance with the conduct of an adult's affairs

Enhanced with children barred list

If a regulated activity with children is being carried out even if this just happened once

- Unsupervised activities: teach, train, instruct, care for or supervise children
- Provide advice/ guidance on wellbeing
- Drive a vehicle only for children's use

If you're not sure which level of DBS. is appropriate for your volunteer, you can go to [Find out which DBS check is right for your employee - GOV.UK \(www.gov.uk\)](https://www.gov.uk), or you can contact Voluntary Services for assistance.



Volunteer Training

All volunteers complete their statutory mandatory training, before being cleared to start volunteering with the Trust. These modules are listed below.

- Roles and Responsibilities of a Volunteer
- Communications for Volunteers
- Conflict Resolution for Volunteers
- Data Security for Volunteers
- Equality, Diversity and Human Rights for Volunteers
- Fire Safety for Volunteers
- Health, Safety and Infection Prevention and Control for Volunteers
- Mental Health Awareness for Volunteers
- Preventing Radicalisation (Basic Awareness) for Volunteers
- Safeguarding Adults for Volunteers
- Safeguarding Children for Volunteers
- Child Sexual Exploitation for Volunteers (optional)
- Fluids and Nutrition for Volunteers (optional)
- Resuscitation (Basic Life Support) for Volunteers (optional)
- Moving and Assisting for Volunteers (optional)

Some of the roles that the volunteers will be supporting your Teams or Service Areas with, will need additional training. All volunteers supporting in an inpatient unit will need to complete in-person Conflict Resolution Training (CRT) prior to starting their role with you. Other roles may require additional training too. E.g. Delivery roles volunteers will need to complete the Moving and Handling for Volunteers module.

If your volunteer will need any additional training, please include this on to your volunteer role profile.



Confidentiality Code of Conduct / Volunteer Code of Practice

As part of the recruitment process, all volunteers are asked to read both the Confidentiality Code of Conduct [Confidentiality Code of Conduct N-061.pdf \(humber.nhs.uk\)](#) and the Volunteer Code of Practice (see appendix 4) , and then sign to say that they have read and agree to adhere to these codes.

Volunteer New Starter Welcome

Just as all staff need to attend the New Starter Welcome which is held each month, our volunteers are also expected to watch an induction video too. We have made a volunteer specific version, which is sent out to the volunteer on a link to watch at their convenience

As well as learning more about the Trust, we also ensure that they are told about the Being Humber standards we expect of all our staff.

Once the volunteer has watched the video, they are asked to sign a document to confirm that they have watched the volunteer induction.



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Volunteer ID badge, lanyard and polo shirt

Once a volunteer has successfully completed the recruitment process, including any additional training needed for the role they have applied for, they are given a volunteer ID badge, a lanyard with a yellow 'volunteer' section to make them easily identifiable and a pale blue volunteer polo shirt.

Not all roles will require the volunteer to wear their polo shirt, however, if a volunteer is supporting in an inpatient unit, surgery or at an event, we do request that they wear their polo shirts.

If a volunteer decides to leave the Trust, please ensure that you request that their badge, lanyard and polo shirt are returned to yourselves or to Voluntary Services.

Informal chat to arrange to introduce the volunteer

If the volunteer will be supporting you in an ongoing role, Voluntary Services will arrange an informal chat, usually over MS Teams with you and the new volunteer.

It's a chance for you to let the volunteer know more about the role, and for the volunteer to ask any questions that they might have. A member of the Voluntary Services Team will also be there to help support both the volunteer and the member of staff with any questions they might have, such as dates of training courses etc.



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Risk Assessments for Volunteers

All volunteer roles need to have had a risk assessment completed. It is the responsibility of the Team or Service who are requesting the volunteer to complete this and to ensure that it is reviewed regularly.

If the activities/location of the volunteer are covered in the general risk assessment, it is adequate to mention volunteers as well as staff in this document. If the activities/area for the volunteer is different, or if the volunteer has additional requirements/circumstances outside of the general risk assessment, it will be necessary to complete a separate risk assessment for the role/individual.

A general risk assessment form can be found on the intranet at [Risk Assessment Forms \(humber.nhs.uk\)](#)

Volunteer signing in/out

Volunteers should be encouraged to sign in and out of the area that they are supporting you with at the start and finish of a shift. It is the responsibility of the Team that the volunteer is supporting to encourage this to be done in case of fire or an emergency.

Support for Volunteers whilst on placement

Volunteers should also be given a local induction on their first day with the Team or Service. e.g, showing them the fire exits, toilets, where they can make a drink etc.

We would like to create a supportive environment for our volunteers whilst they are on a placement, to ensure that they are getting the most out of their volunteer role.

Please provide the volunteer with a named contact who they can raise any issues or concerns with, along with a contact number.

If at all possible, we would encourage the opportunity for the volunteer to be able to have a quarterly chat with their named contact, to check that they are still happy in the role, and to identify if they have any additional requirements to make their volunteer role as fulfilling as possible.



Volunteer expenses

Volunteers are able to claim expenses for commuting to and from their volunteer placement.

If a volunteer wants to claim for travel by public transport, they should submit receipts / tickets to accompany their claim. If a volunteer is claiming mileage travel expenses they will need to provide the postcodes of the start point and destination. In exceptional circumstances, taxi fares can be claimed—we would ask a volunteer to contact Voluntary Services to discuss this prior to claiming.

If a volunteer placement lasts longer than 5 hours (in addition to a break), volunteers can claim a food/drink allowance of a maximum of £5. Receipts must be attached to the claim form.

We ask volunteers to submit their expenses claim at the end of each month. Voluntary Services will then process the claim, and they will be paid by 15th of the next month.

Volunteers receive a copy of the expenses form in their introductory packs, (See appendix 3). The form can also be found in the documents hub on Assemble. Assemble is the volunteer management system that we use. Volunteers are able to log their volunteering hours, download forms, apply for other volunteering opportunities and contact Voluntary Services through this site.



FAQ's

Can a volunteer claim expenses?

Yes! We do not want the cost of getting to a placement to be a barrier for our volunteers. See expenses section on Page 10 for more details about how to claim (see appendix 3 for expenses form)

Can a volunteer cover a staff member who is absent due to annual leave or sickness?

No, volunteers cannot replace a staff member who is temporarily absent from work. Volunteers are there to support staff, their role should not be a replacement for a paid member of staff. Volunteers can be asked to support/enhance services but if there is a required role to the service, it should be a paid role. Volunteers provide a service, their role is complementary, not a substitute for paid roles.

Can volunteers run a group to support my patients?

No, the volunteers are asked to support services not run them. The team requesting the volunteer need to set up the groups and ask the volunteers to be involved in supporting them with it. The responsibility for the group and the volunteer needs to remain with the team requesting the support.

I know someone who is interested in volunteering, how can they find out more?

Please direct them to our website for more information [Volunteering \(humber.nhs.uk\)](https://www.humber.nhs.uk) . They can also view a list of current opportunities at <https://humbernhs.goassemble.com/opportunities>, where they will also be able to apply for anything that they would like to support with. If they have any questions, they can contact Voluntary Services by email HNF-TR.VoluntaryServices@nhs.net .



Voluntary Services support

The Voluntary Services Team is there to support both the volunteer and the Team or Service who have requested the support of a volunteer.

We can help if there are any issues with the placement. We want to make it the best experience possible for the volunteer and the Team or Service who are being supported. Please don't hesitate to reach out to us if you're not sure about anything from creating a role profile to sorting out any queries from a volunteer.

References

From time to time, a volunteer may request a reference to enable them to get paid employment. As you are the volunteer supervisor whilst they are on a placement, we would request that you could help complete these requests, as Voluntary Services are unable to provide specific details on how they conducted themselves.

Appendices

- Appendix 1—Getting Started with Volunteering Leaflet
- Appendix 2—Blank Role Profile
- Appendix 3—Blank Expenses Form
- Appendix 4—Code of Practice for Volunteers



Getting started with volunteering





A message from our Chief Operations Officer & Deputy Chief Executive, Lynn Parkinson.

Thank you for sharing an interest in volunteering at Humber Teaching NHS Foundation Trust. Our volunteers play a vital role in supporting our patients and our staff.

Getting started as a volunteer is easy and you'll be supported every step of the way. Our dedicated Volunteering Team are here to help you take up your new role as quickly as possible.

We truly appreciate every one of our fantastic volunteers and the contribution you make to supporting your local community.

What's next?

To get started with volunteering there are a number of checks to protect the health, safety and wellbeing of our patients, staff, and you as a volunteer.

Occupational Health

Our Occupational Health team are here to ensure that your health is fully supported in your voluntary role.

All volunteers complete a Health Questionnaire to help identify what support or reasonable adjustments we can provide for you to undertake volunteering duties safely.

If health or disability will not necessarily disqualify you from volunteering, we may recommend adjustments as a result of this assessment to enable you to volunteer safely.

Next steps?

A Health Questionnaire link will be emailed to you to complete, if you have any difficulties or are unsure how to answer any of the questions please contact:

Any questions or need support?

Contact the Occupational Health Team:
hnf-tr.occupationalhealthdepartment@nhs.net

or the Volunteering Team:
hnf-tr.voluntaryservices@nhs.net

Disclosure and Barring Service (DBS) checks

The Disclosure and Barring Service (DBS) helps organisations to make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups.

All volunteers will be supported to complete a DBS application. The level of DBS check will vary based on the voluntary role.

A DBS check will make us aware of any previous convictions that could make you unsuitable for working in particular areas or roles. Certain convictions may not preclude you from volunteering, however there may be restrictions on the volunteering roles you are able to carry out.

Next steps?

A link will be emailed to you to complete this process. You will need to supply supporting evidence, in person, for your application such as a passport/driving licence/recent utility bill.

Any questions or need support?

Contact the Volunteering Team
hnf-tr.voluntaryservices@nhs.net

Online Training

As part of our commitment and investment in our volunteers, the e-learning platform provides access to the essential core training you need to get started.

You will need to complete some online volunteer training to support you in your role. You may be asked to undertake some additional training, online or face to face, depending on the role you are applying for.

Next steps?

Information will be emailed to you to complete this process. Training takes approximately 3 hours to complete. Modules include; Roles and Responsibilities of a volunteer; Communication; Data Security awareness; Conflict Resolution; Equality, Diversity and Human Rights; Safeguarding Adults; Safeguarding Children; Preventing Radicalisation; Mental Health Awareness; Health Safety and Infection Prevention and Control; Fire Safety; Humber Trust Introduction.

Any questions or need support?

Contact the Volunteering Team.
hnf-tr.voluntaryservices@nhs.net



Frequently Asked Questions



If your question is not covered below, or you need additional support with the application process please contact the Voluntary Services team

Email: hnf-tr.voluntaryservices@nhs.net

How quickly can I start?

We aim to get our volunteers up and running as quickly as possible.

Once your application has been processed we can get you up and running in as little as 2-3 weeks. The only delays will be related to the external checks that are required as part of the process. Read more about those below.

If you decide you would like to join us as a volunteer, we will lead you through the online application process.

What checks are required before I can begin volunteering?

Disclosure and Barring Services (DBS)

Disclosure and Barring Services (DBS) clearance is required for all our volunteers

The Disclosure and Barring Service (DBS) helps organisations to make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups.

All volunteers will be supported to complete a DBS application. The level of DBS check will vary based on the voluntary role.

A DBS check will make us aware of any previous convictions that could make you unsuitable for working in particular areas or roles. Certain convictions may not preclude you from volunteering, however there may be restrictions on the volunteering roles you are able to carry out.

We will arrange a meeting to check your ID documents so we can get the DBS process started as early as possible. A DBS check can take from a week to a month or sometimes longer. As long as you supply the correct ID and complete the relevant forms quickly, accurately, and correctly you can reduce delays and get started in your voluntary role.

Occupational Health Checks

Our Occupational Health team are here to ensure that your health is fully supported in your voluntary role.

All volunteers complete a confidential Health Questionnaire to help identify what support or reasonable adjustments we can provide for you to undertake volunteering duties safely.

Ill health or disability will not necessarily disqualify you from volunteering, we may recommend adjustments as a result of this assessment to enable you to volunteer safely.

You may be invited for a telephone/ in-person appointment before you receive clearance and if there aren't any pending vaccinations or health concerns Occupational Health will confirm your health check clearance.

If you have any concerns about providing this information, please contact our Occupational Health advisors. All information you provide is treated confidentially

Email:
hnf-tr.occupationalhealthdepartment
@nhs.net

What training will be provided?

You will need to complete some essential online volunteer training, via an e-learning platform, to support you in your role.

You may be asked to undertake some additional training, online or face to face, depending on the role you are applying for.

Can I have additional help with the training?

Yes, we appreciate that some volunteers may require additional support with the online training. Please contact the Volunteering Team if you need any support with accessing or completing the training.

Will I be interviewed?

You will have an informal interview over the telephone or online via Microsoft Teams.

This call will allow you to find out more about the volunteer placement and the role you will be doing to ensure it is right for you. It's also a great opportunity to meet the team and ask any questions you have.

You will be required to complete a local induction at your placement which is carried out by a member of the team when you start.

What happens next?

Once you are cleared for volunteering you will be able to log on to the GoAssemble system via the app. This will allow you to find out more about current vacancies, log your volunteering hours, keep a volunteering diary, keep track of your training progress, update us on all your current information and more.

Are there any age limitations for volunteers?

We accept applications to become a volunteer from people aged 18 and over. There is no upper age limit for volunteering as long as you are able to carry out your role.

Will I be able to claim expenses?

Yes. Our volunteers can claim expenses and access free parking at Trust sites. Information on how to do this will be made available when you start in your role as a volunteer.

What other opportunities are there to get involved in Trust activities?

Getting involved in the Trusts initiatives is a great way to enhance your experience, work on rewarding projects and keep yourself active.

Trust Membership

Becoming a member gives you the opportunity to become involved and have a say in how our services are developed. Membership is free and you can be involved as much or as little as you would like.

Apply online: [humber.nhs.uk](https://www.humber.nhs.uk)

Attend a Patient and Carer Experience forum

Our Patient and Carer Experience forums in Hull and East Riding, Whitby and District and Scarborough and Ryedale give patients, service users, carers, staff, statutory and voluntary organisations the opportunity to have a voice and to raise awareness of patient and carer experience.

Email the Patient and Carer Experience team for more information and dates.

Email: hnf-tr.patientandcarerexperience@nhs.net

Support our Charity

Our Trust charity, Health Stars raise thousands of pounds every year to invest in our patients, our environments and our teams.

You can find out more at [healthstars.org.uk](https://www.healthstars.org.uk)

Get involved in research

Our research team contributes to research that improves treatments, diagnosis, prevention and healthcare for the benefit of all patients. We know that the more people who take part in research, the faster progress we can make to improve health and care; so we're determined to make it as easy as possible for the public to learn about research and to take part.

- Become a Research Champion help to promote research across the Trust and community.
- Help try new treatments, complete questionnaires, or provide samples for genetic testing, plus much more.
- Opportunities to help guide new research ideas.

**Contact the team for more information.
Email: hnf-tr.ResearchTeam@nhs.net**



APPENDIX 2

HUMBER TEACHING NHS FOUNDATION TRUST JOB DESCRIPTION

Job Title:

Responsible to:

Location:

Humber Teaching NHS Foundation Trust Volunteers provide essential support to all Trust services, both clinical and non-clinical in multiple roles, focusing on Prevention, Recovery and Wellbeing. The Trust recognises and values the unique contribution volunteers make towards improving the patient experience and complementing the services provided by the trust.

XXX VOLUNTEER

The XXX Volunteer role will support the

Typical tasks and duties:

-
-
-
-

The above is not an exhaustive list and further roles, as approved, could also be asked of volunteers.

TRAINING AND DBS CHECKS

- Volunteers must undertake the standard Humber Teaching NHS Foundation Trust training prior to volunteering.
- All Volunteers must have DBS prior to starting role.

SKILLS & RESPONSIBILITIES

Some of the skills and responsibilities volunteers are expected to demonstrate:

-
-
-
-
- Maintain the Trust standards of customer service.
- Recognise difficult situations and respond accordingly escalating as required.
- Have an awareness of security/health and safety processes and procedures, as required, relevant to the area of work.

- Be aware of and abide by relevant Trust policies and procedures e.g., Fire, Health & Safety, Infection Control, Information Governance & Confidentiality.
- Maintain strict confidentiality in respect to private discussions.

UNIFORM

- Humber NHS volunteer badge and lanyard (provided)
- Humber NHS volunteer t-shirt (provided)
- Smart and comfortable clothing

YOUR COMMITMENT

Your commitment will be discussed with you on an individual basis. Any time that can be given will be greatly appreciated. We ask volunteers to give us as much warning as possible if they cannot attend once they have signed up to help.

SUPERVISION AND COMMUNICATION

To be arranged

Freedom to Act

- Guided by Trust policies and procedures.
- Carries out placement within well established procedures.
- Role is supervised within the area of placement.

Standard Paragraphs

- **Trust's Values:** Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- **Confidentiality:** Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously, and appropriate disciplinary action may be taken.
- **Equal Opportunities:** Promote the concepts of equality of opportunity and managing diversity Trust wide.
- **Health and Safety:** Volunteers must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in

the workplace and management of risk to maintain a safe working environment for service users, visitors, and employees.

- Infection Prevention and Control: Volunteers must be aware of their responsibilities to protect service users, visitors, and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- Service/Departmental standards: Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- Finance: All Trust staff and volunteers will comply with financial processes and procedures
- Safeguarding Children: Employees and volunteers must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

Summary

This role description is an outline of the key tasks and responsibilities of the volunteer, and the volunteer may be required to undertake additional, appropriate duties. The role may change over time to reflect the developing needs of the Trust and its services.

Declaration:

I declare that this claim is in respect of my actual expenses which were necessarily incurred whilst engaged in my voluntary duties and is in accordance with my voluntary car service agreement/ volunteer agreement. I also certify that I hold a current driving licence as well as MOT certificate and valid insurance for the vehicle used. I declare that the information given in the form is correct and complete. I understand that if I provide false information, I may be liable for disciplinary, civil/ criminal prosecution and possible subsequent recovery of any loss howsoever committed.

Signed (Claimant)..... Date.....

OFFICE USE ONLY:

Authorised by (Name) Job Title
Signature..... Date.....

BUDGET CODE FOR EXPENSES TO BE PAID FROM.....

In accordance with the HMRC allowances, mileage will be paid for volunteer drivers using their own car at the following rates:

Volunteers who use their car to commute to/from their voluntary placement or drive on behalf of Humber Trust:

Volunteers can claim 45p per mile on the first 10,000 miles in the tax year (it is 25p per mile on each mile over 10,000 miles in the tax year), plus an additional 5p per mile if there is one or more passenger (e.g. if you are transporting a patient or another volunteer). Please provide postcodes for the journey so we can calculate the mileage.

Volunteers who use public transport to commute to/from their voluntary placement:

Volunteers can claim back the cost of the journey to and from their Voluntary placement if they have paid to use public transport. Receipts/Tickets must be attached to the claim form

Subsistence:

Volunteers who have been asked to carry out their voluntary role for more than five hours in a day (in addition to lunch break) are entitled to a lunch allowance of a maximum of £5.00. Receipts must be attached to the claim form.

Please request to see our expenses procedure for more detailed information.

Please return this form to:
Email: HNF-TR.VoluntaryServices@nhs.net
Post: Voluntary Services, Humber Teaching NHS Foundation Trust
Mary Seacole Building, Willerby Hill, HU10 6ED
USE OUR INTERNAL POST FROM ONE OF OUR SITES IF POSSIBLE

CODE OF PRACTICE FOR VOLUNTEERS Volunteer Copy

1 DEFINITION OF A VOLUNTEER

Volunteering is when someone spends unpaid time doing something to benefit others. Helping your close friends or relatives isn't volunteering, but doing something to benefit the environment (and through that, other people) is. Volunteering can be formal and organised by organisations, or informal within communities. It should always be a free choice made by the person giving up their time

2 VOLUNTEERS' RESPONSIBILITIES

- To accept and support the aims of the Trust
- To comply with the Health and Safety Policy and Information Governance Policy of the Trust.
- To do what is reasonably expected of them, to the best of their ability.
- To recognise that they represent the Trust and therefore need to act in an appropriate manner at all times when volunteering.
- To honour any commitment made and give as much notice as possible if a commitment cannot be met e.g. due to holidays or illness
- To accept appropriate supervision and guidance from staff
- To attend any training required by the Trust including yearly mandatory updates.
- To provide the necessary information for references to be checked and DBS checks to be carried out, with the understanding that the information will remain confidential
- To return any Trust property such as uniform and identity badges on completion of their voluntary work. There may be a charge if these are not returned.
- It is the volunteer driver's responsibility to ensure that they hold a current driving license and that adequate insurance cover is taken for any vehicle driven on official business. Annual checks will be carried out by Voluntary Services.
- All volunteers who use their own cars for Humber Trust business are required to provide evidence that they have adequate insurance and this should be submitted annually or when they change vehicle.

3 TRUST RESPONSIBILITIES

- To provide a clear outline of duties and responsibilities of the volunteer within the Trust
- To provide structured support on a regular basis
- To acknowledge and respect the beliefs and principles of the volunteer and not to ask them to carry out practices that contradict these
- To provide the same protection under Health and Safety Regulations and Public Liability as any paid employee
- To provide opportunities for training and skills development appropriate to volunteers roles
- To provide the opportunity for volunteers to feed back and suggest ways of improving the Trust
- The Trust will not use volunteers in place of paid employees
- The Trust will not make unfair demands on the time of volunteers

4 INSURANCE

The Trust accepts vicarious liability for you as a volunteer providing that you are carrying out defined duties, which have been agreed between yourself and the Trust representative. Completion of induction training is a requirement of all volunteers and includes fire and health and safety training. It will be the responsibility of the area/ward requesting a volunteer to Risk Assess volunteer activity in their area. The Trust's Employers' Liability Policy covers authorised voluntary workers in the same way as employed staff.

5 ACCIDENTS/ CLAIMS

If you suffer an accident on the Trust premises, whilst carrying out clearly agreed duties you may have a right to claim against the Trust, in the same way as any other person, including paid employees providing you have followed procedure and are up to date with mandatory training.

If you perform a duty or act during the course of your work within the Trust, and this results in a claim against the Trust, you will be treated in the same manner as a paid employee; that is, you are covered by the Trust's Employers' Liability Policy.

6 VALUABLES

You are strongly advised not to bring any items of monetary or sentimental value to your volunteer role. Any property you do bring in is at your own risk and the Trust cannot accept responsibility for any loss or damage.

7 CONFIDENTIALITY

During contact with patients and staff you may learn information of a confidential nature about patients and their relatives. **ON NO ACCOUNT MUST SUCH INFORMATION BE DISCUSSED OR DISCLOSED OUTSIDE OF THE TRUST.**

Confidentiality applies to all Trust issues including a person's attendance at a clinic or presence on a ward. In addition, volunteers must never try to elicit information from a patient about their medical condition or reason for being at the Trust. Information concerning the Trust, its' patients or staff is strictly confidential and must not be disclosed to unauthorised persons **either during or after your volunteering placement.**

The confidentiality of any information you receive in the course of your volunteering placement should be respected and **must never be used for personal gain.**

8 SMOKING

The Trust operates a smoke free policy. This means that smoking anywhere on the Trust property within the buildings or grounds is prohibited.

9 TRAINING

As a volunteer, you have a responsibility to attend appropriate training sessions as notified by the Voluntary Services Team.

10 HEALTH AND SAFETY AT WORK

Under the Health & Safety at Work Act 1974 you have a general duty to follow instructions given to ensure the safety of both yourself and others working within the Trust.

11 SUBSTANCE MISUSE

You must not report to your volunteer placement under the influence of alcohol, drugs, solvents or any other substance.

12 DISCONTINUING VOLUNTARY WORK

If for any reason you wish to discontinue volunteering, you should inform the Voluntary Services Team as soon as possible. You must return your ID badge and Polo Shirt (if applicable) and any other Trust property to the Volunteer Services Team or ward/department manager on your last day of attendance as a volunteer.

13 SIGNATURE OF ACCEPTANCE

Please sign below to accept the code of practice for volunteers. If any of the above points are unclear contact the Voluntary Services Team, via email - hnf-tr.voluntaryservices@nhs.net so that these can be discussed prior to signing this form.

Your Name: _____

Signature: _____

Date: _____