

# OP68 Volunteer Policy

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## Attachments

[Attachment 1- Process for organisations operating within RWT premises who provide their own volunteers](#)

[Attachment 2- Volunteer Role Template](#)

### 1.0 Policy Statement

The Royal Wolverhampton NHS Trust values and recognises the important contribution volunteers make in enriching and complementing services provided to patients and members of the public.

The aim of this policy is to provide a shared and well understood definition of volunteering in the Trust, to promote the contribution our volunteers make, but also to outline the limits and parameters of engaging volunteers, and to set out the expectation of a Trust wide consistent approach in management of volunteers.

The Policy covers:

- Introduction

- Scope
- Volunteer Roles
- Recruitment
- Induction and Training
- Support and Recognition
- Reimbursement of Expenses
- Insurance
- Absences, breaks, and resignations
- Raising Concerns Procedure

## 2.0 Definitions

**D.B.S.-** Disclosure and Barring Service

**ESR-** Electronic Staff Records

**HOPE-** Head of Patient Experience

**N.H.S. L.A.-** National Health Service Litigation Authority

**O.H.W.S.-** Occupational Health and Wellbeing Service

**RWT/ The Trust:** Royal Wolverhampton NHS Trust

**Volunteer Supervisor:** A designated person to oversee recruitment and activities of a volunteer or volunteers in a particular area or service who is not necessarily the Lead for Volunteering. This can be a member of RWT staff, or a volunteer themselves (e.g. If Chairperson of a charity)

**Volunteering:** “An activity which involves spending time, unpaid, doing something that aims to benefit the environment, individuals or groups other than (or in addition to) close relatives.”

(The Compact Code of Good Practice on Volunteering published 2005, from Definitions of Volunteering Factsheet, Volunteering England, 2008).

**Work Experience:** An unpaid activity which involves a degree of job shadowing or learning which benefits the recipient for future job prospects, college or University courses or applications, C.V. building, or testing out whether they would enjoy careers within the host organisation.

## 3.0 Accountabilities

**The Deputy Chief Nurse** has overall responsibility for the work of the Trust Volunteer Service and wider Patient Experience Team

**The Head of Patient Experience and Public Involvement** is responsible for the Deputy Head of Patient Experience’s portfolio of work and helping set aims, objectives, and priorities, and also for providing information and reports on volunteering to Senior Managers and Trust Board

**The Resourcing Team** are responsible for volunteer recruitment for all vacancies in terms of employment checks, and conditional and unconditional offer correspondence

**The Deputy Head of Patient Experience (Strategy and Engagement)** is responsible for overseeing the recruitment and retention of Trust volunteers and advising managers from third party organisations who provide volunteer services in the Trust on correct processes. Also more specifically:

- Co-ordinating volunteer recognition and thank you events
- Understanding where priorities lie for volunteer recruitment in the Trust and targeting recruitment accordingly
- Co-ordinating arrangements for reimbursement of volunteer expenses
- Supporting managers/supervisors to design new roles
- Acting as a spokesperson and representative for Trust voluntary activity

**Volunteer Supervisors** are responsible for:

- Recruitment
- Completing a local induction
- Providing regular communication with their volunteers and the Deputy Head of Patient Experience (Deputy HOPE) about the volunteer's progress
- Providing appropriate tasks for their volunteers, with due care being taken of providing meaningful tasks for volunteers which add value to their service
- Completion of risk assessments
- Liaising with security for secure door access
- Informing the Volunteer Services team when a volunteer starts, and leaves their service

**Managers in External Organisations who place volunteers within RWT** are responsible for:

- Providing and maintaining an accurate register of who their volunteers are, and reporting when their volunteers resign to the Volunteer Services Team
- Ensuring their volunteers comply with mandatory training expectations, and the policies and guidelines of the Trust regarding their behaviour and working practices
- Ensuring their volunteers comply with the Trust employment checks procedure, including DBS checks, Right to Work, and Occupational Health
- Providing their own insurance for their volunteers and the activity they provide if this falls outside of the general insurance provided by the Trust to volunteers
- Completing the recruitment checklist and submitting to Volunteer services on each new volunteer appointment, to ensure all their volunteers are compliant

**Volunteers** are responsible for:

- Informing their supervisor when they can't attend
- Giving notice when they intend to resign or need to take a long break from service
- Attending relevant training as requested
- Complying with Trust policies, protocols and guidelines, and attendance at all mandatory training

- Informing the Volunteer Services team if there is a significant change in their health or circumstances while volunteering

## 4.0 Policy Detail

### 4.1 Introduction

Royal Wolverhampton NHS Trust recognises that volunteers can enhance the services we provide to patients and carers, and visitor experiences to our hospitals.

We have evolved over time to encompass not just volunteers in our acute hospital site, but to have volunteers in the rehabilitation hospital, community services, and at Cannock Chase Hospital.

We understand that as well as harnessing local skills and the goodwill of the community in order to benefit our patients and staff, the relationship we have with volunteers is mutually beneficial. By providing volunteers with quality opportunities, we can increase their life skills and confidence, leading to improved prospects for those seeking work, and also by giving volunteers basic skills of being based in a health care environment, we can invest in our potential future workforce.

With the large number of volunteers we are fortunate to have, it is vital that we have a robust policy to be followed during their entire lifecycle with us, from expression of interest, to recruitment, training and support, and to their leaving us. This policy will ensure that these processes are carried out fairly, equitably, consistently, and safely.

We also have a duty to protect our patients and service users from unsuitable or potentially unsuitable volunteers, therefore this policy also covers recruitment checks and methods we use to ensure the most suitable volunteers are recruited, and patients and service users are safeguarded.

As well as the volunteers that are directly managed by the Patient Experience team, there may be other internal and external / third party groups operating also within the Trust who manage their own volunteers. It is important that managers of these groups/ volunteers apply the same procedures and principles as outlined in this policy. ([See attachment 1](#))

### 4.2 Scope

This policy covers:

All managers and supervisors in the Trust who use or wish to use the services of volunteers. This also applies to third party groups or charities operating within the Trust. ([See attachment 1](#))

- Volunteers who apply and become accepted by approved routes to volunteer in the Trust, are over the age of 16, (18 for some roles), and can provide a long-term commitment. The Trust is not able to offer volunteer opportunities for persons under the age of 16.

This policy does not cover:

- Work experience students, short term placements, or any type of placement defined as a 'work experience placement' or 'work placement'. For work experience placements please refer to [Work Experience Policy HR14](#).

- 'Expert patients', service user consultants, or ex patients who after recovery, offer their services to the Trust to lead patient support groups, or patient focus groups. Where such groups exist, they fall under local arrangements for management and operations.

### **4.3 Volunteer Roles**

It is important that the volunteer and supervisor understand the need, purpose and limitations of utilising volunteer support in their area.

For this reason a volunteer role template is to be completed for each existing or new opportunity. (Role template may be obtained from Patient Experience team, please also see [Attachment 2](#))

Volunteer role descriptions are to be retained and monitored by the Volunteer Service and supervisors are responsible for informing the Deputy HOPE when a role is to be changed or to end.

When drawing up suitable tasks for a volunteer role care must be taken with the following:

- To add value to the paid staff workforce, and not to replace staff
- Not to request tasks of the volunteers outside of their capabilities and appropriate level of responsibility
- Not to exploit or take advantage of the goodwill of volunteers
- Not to include any clinical or provision of personal care tasks or responsibilities

### **4.4 Volunteer Recruitment**

In keeping with the aims of this policy, it is important that volunteers in the Trust are recruited to a consistent, fair and agreed process. The Trust will use NHS Employment Check Standards, [HR08 Recruitment and Selection Policy](#), and Recruiting and Managing Volunteers in NHS Providers- a Practical Guide (2017) as reference points in applying robust and suitable recruitment processes to volunteers.

Volunteers are recruited by the Resourcing team at RWT in accordance with NHS Employment check standards. The Patient Experience Team will generally recruit into roles throughout the year. The Employment Check Standards include Identity checks, Professional registration and qualification checks (if appropriate), Employment history and reference checks, Work Health assessments, Criminal Records checks, and Right to Work checks.

The Patient Experience will generally recruit into roles throughout the year. Specialist roles may be recruited into when required by additional services. The Resourcing team will advise staff accordingly on the process for volunteer recruitment into specialist roles.

The Deputy HOPE will be able to advise and support staff additionally if required.

If a volunteer returns to active duty following a break in service of 6 months or longer, checks including DBS, Occupational Health, and Right to Work will be repeated for safeguarding purposes, although full recruitment will not take place (including application and interview stage).

#### **4.5 Volunteer Induction and Training**

All Trust volunteers are required to comply with Trust induction and mandatory training requirements in line with [OP41 Induction and Mandatory Training Policy](#). Details on their individual requirements will be provided by the Trust. The Volunteer Service will offer a welcome pack on commencement of their start date, and 'Welcome Days'.

Full access to the Trust intranet including all policies, is available to all volunteers.

In addition, Health Education England holds a Volunteer Learning Hub and access to the National Volunteer Certificate. All Trust volunteers will be signposted to this training opportunity and encouraged to register an account.

#### **4.6 Support and Recognition**

In order to retain the volunteer workforce for as long as possible, and to regularly show our appreciation to volunteers for their contributions, we have various means of encouraging long-term commitment and offering thanks.

These include (but are not limited to):

- Offering a four week review for new volunteers after starting to check they have settled in well and discuss any concerns they may have over their placement. The review is carried out by the volunteer Supervisor,
- Annual Trust Thank You Event,
- Regular communications with volunteers,
- 'Volunteer of the month' initiative, and
- Annual Volunteers Week celebration

#### **4.7 Reimbursement of out of pocket expenses**

Subject to continuous funding, volunteers are entitled to claim back out of pocket expenses for travel to volunteer. The process for claiming is as per [Trust's Expenses Policy \(HR25\)](#).

#### **4.8 Insurance**

All registered Trust volunteers are insured through the RWT NHS LA scheme provided they carry out the role as agreed with any relevant training and do not go beyond agreed role. Registered volunteers include all those who have been recruited into the Trust via the Patient Experience Team or other Trust services, and are recorded on to the Electronic Staff Records (ESR) system.

Independent organisations providing voluntary services within RWT which require Public Liability Insurance for their activities, must provide an appropriate level of insurance cover for their volunteers. It is advised that volunteers within these organisations contact their management team for confirmation of their insurance arrangements.

#### **4.9. Absences, breaks, and resignations**

For short routine absences, volunteers must liaise directly with the Patient Experience Team- or other supervisor if this is not the Patient Experience Team.

Patient Experience volunteers are provided with access to software to accept and book shifts which provides an ongoing log of their hours. Where it is noted that these volunteers have been absent for over 12 weeks without communication, attempts will be made by the Patient Experience team to contact them and understand volunteer intentions. Data cleanses of the Volunteer database are regularly undertaken and volunteers corresponded with. Where there is no reply from the volunteer, decisions may be taken to terminate those volunteer positions.

For longer term absences (identified as being over 6 months), the volunteer is to inform the Patient Experience Team or other supervisor, of expected return. The Deputy HOPE will then in turn offer an action plan for the volunteer's return. This will most likely include for example, refreshing D.B.S. checks, refreshing any training, referral to Occupational Health, and any general important updates on the Trust.

For resignations, the volunteer is to inform their supervisor and Deputy HOPE of intended resignation and if necessary, reasons why, plus intended last volunteering date. With reference to resignations, volunteer database is updated accordingly by Patient Experience Team, and a termination of their position is applied to Electronic Staff Records.

## **4.10. Volunteer Concerns Procedure**

### **4.10.1. Concern over Volunteer Conduct**

If a supervisor of a volunteer has a concern over a volunteer's conduct within their service, they are encouraged to speak with the volunteer first to see if the issues can be resolved locally.

If the issues cannot be resolved they may then contact the Deputy HOPE in order for a meeting to be arranged in which the Deputy HOPE can be present in a mediation capacity. The Deputy HOPE will be able to advise both the supervisor and volunteer on how best to proceed with the volunteer placement.

For initial raising of all concerns the individual should contact the Deputy HOPE via 01902 694111 or

Email: [rwh-tr.volunteering@nhs.net](mailto:rwh-tr.volunteering@nhs.net)

In cases of serious misconduct, the Deputy HOPE retains the right, along with the supervisor, to end the volunteer placement immediately and will inform the volunteer of such a decision.

### **4.10.2. Volunteer Concern**

If a volunteer has a concern over any aspect of their placement, their first point of contact is with their immediate supervisor who will discuss the issues with them with the aim of achieving a local resolution.

If the volunteer has tried this option but still feels that the issues are not resolved, they may then approach the Deputy HOPE for further advice.

In the case of volunteer dissatisfaction with placement or working environment, actions that may be put in place include further training, or more intensive support and supervision, or trying out a different role or working environment. The Deputy HOPE will try as much as possible to involve the volunteer's supervisor in making such a decision.

Volunteers like staff, should be able to access the Freedom to Speak Up Guardian and have a knowledge of this process. Volunteers will have access to a 'Welcome Pack' and Trust intranet, in which this will be highlighted. Volunteers should also be aware of the Trust Local Policy on Anti-Fraud, Bribery, and Corruption Policy (GP02) available on the Trust intranet, which includes how to report concerns and suspicions of fraud.

For initial raising of all concerns the individual should contact the Deputy HOPE via 01902 694111 or

Email: [rwh-tr.volunteering@nhs.net](mailto:rwh-tr.volunteering@nhs.net)

### 5.0 Financial Risk Assessment

1	Does the implementation of this policy require any additional Capital resources	No
2	Does the implementation of this policy require additional revenue resources	No
3	Does the implementation of this policy require additional manpower	No
4	Does the implementation of this policy release any manpower costs through a change in practice	No
5	Are there additional staff training costs associated with implementing this policy which cannot be delivered through current training programmes or allocated training times for staff	No
	Other comments	

### 6.0 Equality Impact Assessment

An equality analysis has been carried out and it indicates that:

Tick	Options
	A. There is no impact in relation to Personal Protected Characteristics as defined by the Equality Act 2010.

### 7.0 Maintenance

This policy will be reviewed and updated earlier than three years if there are substantial changes to the services, and internal sources request an earlier update. Requests for updates may be driven to changes in other policies affecting volunteers, for example, Recruitment and Selection, Induction and Mandatory training, and generic Governance frameworks.



## 8.0 Communication and Training

The policy will be available on the Trust intranet once published. Every effort will be taken to highlight this policy to existing volunteers, newly recruited volunteers, and staff who support volunteers. Staff who manage volunteers are responsible for communicating this policy to their volunteers.

Advice can be sought at any time from the Volunteer Services Team based within the Patient Experience Service. (Email: [rwh-tr.volunteering@nhs.net](mailto:rwh-tr.volunteering@nhs.net))

It is important to note that failure to comply with the Policy may result in the Trust terminating a volunteer's position. Dependent on the nature of the case, this may also result in referral to disciplinary routes and advice from HR Advisory colleagues will be sought in this regard.

## 9.0 Audit Process

Criterion	Lead	Monitoring method	Frequency	Committee
Successes of volunteer programme- increase in recruitment, roll out of varied volunteer roles, improvement in Patient Experience	Head of Patient Experience	Patient Experience quarterly and annual reports	Quarterly, Annual	QSAG, CQRM, TMC, Trust Board
		Quality Accounts objectives	Annual	

## 10.0 References - Legal, professional or national guidelines

### Health Education National Volunteers Certificate

[Volunteer Learning - elearning for healthcare \(e-lfh.org.uk\)](http://e-learning-for-healthcare.org.uk)

NHS Employers Employment Checks Standards <https://www.nhsemployers.org/your-workforce/recruit/employment-checks>

### The Lampard Report 2015-

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/407209/KL\\_lessons\\_learned\\_report\\_FINAL.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/407209/KL_lessons_learned_report_FINAL.pdf)

### Recruiting and Managing Volunteers in NHS Providers- a Practical Guide

(NHS England, 2017)

[NHS England » Recruiting and Managing Volunteers in NHS Providers – a practical guide](#)

### Part A - Document Control

<b>Policy number and Policy version:</b>  <b>OP68 V6.0</b>	<b>Policy Title</b>  <b>Volunteer Policy</b>	<b>Status:</b>  <b>Final</b>		<b>Author:</b> Deputy Head of Patient Experience (Strategy and Engagement)  <b>Chief Officer Sponsor: Chief Nurse</b>
<b>Version / Amendment History</b>	<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Reason</b>
	1	November 2006	Patient Experience Lead	Implementation
	2	November 2009	Patient Experience Lead	Review
	3	October 2012	Volunteer Services Co-ordinator	Review and harmonisation (post transformation of community services)
	4	December 2015	Volunteer Services Co-ordinator	Review and harmonisation (post integration of Cannock Chase Hospital). Revised guidance
	5	April 2019	Lead for Volunteering Engagement and Patient Experience	Update
	5.1	October 2019	Deputy Head of Patient Experience (Strategy and Engagement) (Strategy and Engagement)	Attachment 4- Process for organisations operating within RWT premises who provide their own volunteers
	5.2	July 2022	Deputy Head of Patient Experience (Strategy and Engagement) (Strategy and Engagement)	Extension applied

	6	September 2022	Deputy Head of Patient Experience	Necessary addition of Process for organisations operating within RWT premises who provide their own volunteers – full review
<b>Intended Recipients:</b> Trust staff who manage volunteers, Trust volunteers, those who are considering becoming Trust volunteers				
<b>Consultation Group / Role Titles and Date:</b>  This is an update to previous policy v5 and 6 2019 which was reviewed by a wide range of stakeholders. This update has been provided in line with changes to Trust recruitment, payment of expenses, and mandatory training processes, for volunteers				
<b>Name and date of Trust level group where reviewed</b>		This is an update to previous policy. It will be reviewed within Trust Policy Group – September 2022		
<b>Name and date of final approval committee</b>		Trust Management Committee – September 2022		
<b>Date of Policy issue</b>		October 2022		
<b>Review Date and Frequency</b> (standard review frequency is 3 yearly unless otherwise indicated – see section 3.8.1 of Attachment 1)		Review Date- Septembre 2025 Frequency every 3 years		
<b>Training and Dissemination:</b>  Volunteer managers in Trust will be made aware via Deputy HOPE  Volunteers will be disseminated the policy by their managers (should this be supervisor)				
<b>Publishing Requirements: Can this document be published on the Trust’s public page:</b>  Yes				
<b>To be read in conjunction with:</b> GP02- Local Anti-Fraud, Bribery and Corruption Policy HR 08 Recruitment and Selection Policy HR 14 Work Experience Policy HR 16 Raising Concerns at Work HR 21 Staff Working Across Organisational Boundaries HR22 Staff Dress Code and Uniform Policy HR 25 Expenses Policy OP 12 IT Security Policy				

<p>OP13 Information Governance Policy</p> <p>OP41- Induction and Mandatory Training Policy</p> <p>Charity Fundraising Strategy</p>	
<p><b>Initial Equality Impact Assessment (all policies): Completed Yes</b></p> <p><b>Impact assessment (as required): NA</b></p> <p>If you require this document in an alternative format e.g., larger print please contact Policy Administrator8904</p>	
<p><b>Monitoring arrangements and Committee</b></p>	<p>The policy will be reported on via Volunteering report sections in Patient Experience reports presented in:</p> <ul style="list-style-type: none"> <li>Trust Board</li> <li>Quality Safety Assurance Group</li> <li>Clinical Quality and Review Group</li> </ul>
<p><b>Document summary/key issues covered.</b></p> <p>The Royal Wolverhampton NHS Trust values and recognises the important contribution volunteers make in enriching and complementing services provided to patients and members of the public.</p> <p>The aim of this policy is to provide a shared and well understood definition of volunteering in the Trust, to promote the contribution our volunteers make, but also to outline the limits and parameters of engaging volunteers, and to set out the expectation of a Trust wide consistent approach in management of volunteers.</p> <p>The Policy covers:</p> <ul style="list-style-type: none"> <li>• Scope</li> <li>• Volunteer Roles</li> <li>• Recruitment</li> <li>• Induction and Training</li> <li>• Support and Recognition</li> <li>• Reimbursement of Expenses</li> <li>• Insurance</li> <li>• Absences, breaks, and resignations</li> <li>• Grievance Procedure</li> </ul>	
<p><b>Key words for intranet searching purposes</b></p>	<p>Volunteers, volunteering</p>
<p><b>High Risk Policy?</b></p> <p><b>Definition:</b></p> <ul style="list-style-type: none"> <li>• Contains information in the public domain that may present additional risk to the public e.g. contains detailed images of means of strangulation.</li> <li>• References to individually identifiable cases.</li> <li>• References to commercially sensitive or confidential systems.</li> </ul> <p>If a policy is considered to be high risk, it will be the</p>	<p>No</p>

responsibility of the author and chief officer sponsor to ensure it is redacted to the requestee.	
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Part B **Ratification Assurance Statement**

Name of document: OP68 Volunteer Policy

Name of author: Eleanor Morris Job Title: Deputy Head of Patient Experience

I, the above- named author confirm that:

- The Strategy/Policy/Procedure/Guidelines (please delete) presented for ratification meet all legislative, best practice and other guidance issued and known to me at the time of development of the said document.
- I am not aware of any omissions to the said document, and I will bring to the attention of the Executive Director any information which may affect the validity of the document presented as soon as this becomes known.
- The document meets the requirements as outlined in the document entitled Governance of Trust- wide Strategy/Policy/Procedure/Guidelines and Local Procedure and Guidelines(OP01).
- The document meets the requirements of the NHSLA Risk Management Standards to achieve as a minimum level 2 compliance, where applicable.
- I have undertaken appropriate and thorough consultation on this document and I have detailed the names of those individuals who responded as part of the consultation within the document. I have also fed back to responders to the consultation on the changes made to the document following consultation.
- I will send the document and signed ratification checklist to the Policy Administrator for publication at my earliest opportunity following ratification.
- I will keep this document under review and ensure that it is reviewed prior to the review date.

Signature of Author: 

Date: 8/7/2022

Name of Person Ratifying this document (Chief Officer or Nominee):

Job Title:

Signature:

- I, the named Chief Officer (or their nominee) am responsible for the overall good governance and management of this document including its timely review and updates and confirming a new author should the current post-holder/author change.

To the person approving this document:

Please ensure this page has been completed correctly, then print, sign and email this page only to: The Policy Administrator

## IMPLEMENTATION PLAN

To be completed when submitted to the appropriate committee for consideration/approval

<b>Policy number and policy version</b> OP68 0.7	<b>Policy Title</b> Volunteer Policy	
<b>Reviewing Group</b>	Policy Review Group	<b>Date reviewed:</b>
<b>Implementation lead: Print name and contact details</b>  Eleanor Morris- Deputy Head of Patient Experience		
<b>Implementation Issue to be considered (add additional issues where necessary)</b>	<b>Action Summary</b>	<b>Action lead / s (Timescale for completion)</b>
Strategy; <b>Consider</b> (if appropriate) 1. Development of a pocket guide of strategy aims for staff 2. Include responsibilities of staff in relation to strategy in pocket guide.	Inform volunteer supervisors and volunteers of new policy update  Produce summarised document	Deputy HOPE- October 2022
Training; Consider 1. Mandatory training approval process 2. Completion of mandatory training form	N/A	N/A
Development of Forms, leaflets etc; Consider 1. Any forms developed for use and retention within the clinical record <b>MUST</b> be approved by Health Records Group prior to roll out. 2. Type, quantity required, where they will be kept / accessed/stored when completed	N/A	N/A
Strategy / Policy / Procedure communication; Consider 1. Key communication messages from the policy / procedure, who to and how?	Inform volunteer supervisors and volunteers of new policy update  Produce summarised document	Deputy HOPE- October 2022

Financial cost implementation Consider Business case development		
<b>Other specific Policy issues / actions as required e.g. Risks of failure to implement, gaps or barriers to implementation</b>	N/A	N/A



**Process for organisations operating within RWT premises who provide their own volunteers**

The Royal Wolverhampton NHS Trust (RWT) may often seek to enter into contracts with other organisations and services in order to deliver services to the Trust. Often these services use volunteers as their workforce.

Examples are the League of Friends and Hospital Radio.

The Trust Volunteer Policy OP68, makes it clear that in all cases, the volunteers which belong to the independent groups/ charities, must ensure their volunteers follow the Trust procedure for ensuring their volunteers are satisfactorily checked and registered. In addition, all volunteers must attend the Trust induction when joining and mandatory training updates.

It is recommended that the external organisation is informed of this requirement at the point when they are discussing joining the Trust.

It is also advised that this requirement forms part of any service level agreement that may be drawn up between the charity/ organisation, and Royal Wolverhampton NHS Trust.

**Process for organisations joining Royal Wolverhampton NHS Trust who provide their own volunteers**

RWT and organisation sign contract or SLA agreeing how organisation will operate within RWT. Trust Volunteer Service and Trust Charity to be included into discussions and planning phase.



If possible, point is included in SLA that the volunteers the organisation will use will adhere to RWT Policy OP 68 and standards. Organisation given copy of OP 68 and Trust Charity Strategy



Volunteer Lead of organisation to provide list of all their volunteers to RWT Volunteer Services for contact. Organisation to inform their volunteers that they will be sharing their information with RWT in this way.



Volunteer Services at RWT to signpost volunteers and their management to resourcing team for recruitment checks and Trust induction



Volunteer Services to liaise with external organisation lead of volunteer compliance. Volunteers unable to operate within RWT until compliance is confirmed to their lead.



Volunteers from the organisation join the RWT volunteer register and their compliance/ activity is recorded and monitored by RWT Volunteer Services and the HR team as part of the electronic staff records.

**ROLE DESCRIPTION**

<b>1. Role Details</b>							
<b>Role Title:</b>	XXXXXX VOLUNTEER						
<b>Band:</b>	Volunteer (Unpaid)						
<b>Reports to (Title):</b>	Service lead, department managers <u>and</u> Voluntary Services Team						
<b>Trust Website</b>	<a href="http://www.royalwolverhampton.nhs.uk">www.royalwolverhampton.nhs.uk</a>						
<b>Directorate:</b>	Corporate						
<b>Department/Ward:</b>	Patient Experience/ xxxxxxxx						
<b>RD Number:</b>							
<b>DBS Check Required:</b>	Enhanced Adults						
	<p style="text-align: center;"><b><u>Our Vision</u></b></p> <p>An NHS organisation that continually strives to improve the outcomes and experiences for the communities we serve</p> <p style="text-align: center;"><b><u>Our Values</u></b></p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td style="background-color: #0070C0; color: white;"><b>Safe &amp; Effective</b></td> <td style="background-color: #E91E63; color: white;"><b>Kind &amp; Caring</b></td> <td style="background-color: #92D050; color: white;"><b>Exceeding Expectation</b></td> </tr> <tr> <td style="background-color: #0070C0; color: white;">We will work collaboratively to prioritise the safety of all within our care environment</td> <td style="background-color: #E91E63; color: white;">We will act in the best interest of others at all times</td> <td style="background-color: #92D050; color: white;">We will grow a reputation for excellence at our norm</td> </tr> </table> <p style="text-align: center;"><b><u>Strategic Objectives</u></b></p> <ul style="list-style-type: none"> <li>❖ To have an effective and well integrated health care system that operates efficiently</li> <li>❖ Proactively seek opportunities to develop our services</li> <li>❖ Create a culture of compassion, safety and quality</li> <li>❖ Attract, retain and develop our staff and improve employee engagement</li> <li>❖ Maintain financial health – appropriate investment to patient services</li> <li>❖ Be in the top 25% for key performance measures</li> </ul>	<b>Safe &amp; Effective</b>	<b>Kind &amp; Caring</b>	<b>Exceeding Expectation</b>	We will work collaboratively to prioritise the safety of all within our care environment	We will act in the best interest of others at all times	We will grow a reputation for excellence at our norm
<b>Safe &amp; Effective</b>	<b>Kind &amp; Caring</b>	<b>Exceeding Expectation</b>					
We will work collaboratively to prioritise the safety of all within our care environment	We will act in the best interest of others at all times	We will grow a reputation for excellence at our norm					
<b>2. Role Summary</b>							

**3. Main Duties & Responsibilities****4. Organisational Chart**

This role description is not intended to be an exhaustive list of duties and it may be reviewed and altered in the light of changed service needs and developments after discussion with the volunteer.

**Infection Prevention**

Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory updates and role specific training.

Demonstrate a current knowledge of infection prevention and control practices through the delivery of clinical care and maintenance of a safe environment in accordance with infection prevention and control practices and policies. Take part in infection prevention initiatives in the local area. Challenge infection prevention practices, reporting breaches using relevant Trust policies as appropriate (e.g. incident reporting policy).

**Equal Opportunities Policy**

It is the aim of the Trust to ensure that no job application or employee receives less favourable treatment on grounds of sex, disability, age sexual orientation, race, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunity Policy and it is for each employee to comply with and contribute to its success.

**Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors, to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

**Data Protection**

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If required to do so, to obtain, process and/or use information held on computerised or manual records in a fair and lawful way in line with the Data Protection Act 2000. To hold data only for specific purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations, as instructed.

**Customer Care**

It is the aim of the hospital to provide patients and other service users with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and other service users first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

**Safeguarding**

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures, and Trust and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

**Smoking Policy**

The Trust provides a smoke-free work environment.

**Confidentiality**

The Trust is fully committed to encouraging its staff to freely contribute views on all aspects of health service activities, especially those on delivery of care and services to patients. However, you shall not, either during or after the end of your volunteering, (however it is terminated), divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed, provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Trust's Policy on Raising Concerns at Work-Whistle Blowing Policy, a copy of which is available from the Human Resources Department.

**NHS Constitution**

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another.

All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to [NHS Constitution for England - Publications - GOV.UK](#) that essentially provides further and more detailed explanation of each of the rights and pledges.

**Criminal Records**

This post is not subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions is not necessary.

**PERSON SPECIFICATION**

*This document describes the qualities required for a volunteer role that are not captured by the role description.*

SPECIFICATION	DESCRIPTION	Rating Essential (E) or Desirable (D)	Method of Assessment Application Form (AF) / Interview (Int.) / Presentation (P) Test (T)
<b>Experience/Skills</b>			
<b>Communication Skills</b>			
<b>Flexibility</b>			