

Document Control

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1. Introduction

1.1. Volunteers make a unique contribution to the life of the Trust. Volunteers' time is given freely for many reasons and in a variety of personal circumstances - but ultimately volunteer placements must be for the benefit of patients. This Volunteering Policy outlines the framework which exists to govern volunteer involvement: it covers matters including the recruitment, selection, placement, support and involvement of volunteers, and the respective roles and responsibilities of the Trust and those who volunteer.

2. Purpose

2.1. The purpose of this document is to ensure national best practice is followed with regard to the use of volunteers and that procedures are in place to ensure consistent practice.

2.2. This policy applies to all Trust staff who wish to use volunteers.

2.3. Implementation of this policy will ensure that:

- Volunteers carry out appropriate activities and are supported appropriately by the Trust to do so.
- Volunteers will help in areas which the Trust feels are appropriate and participate in activities which the Trust feels are acceptable.

- All volunteers will be treated equitably and consistently wherever they assist in the Trust.
- All volunteers will be recruited using a consistent procedure, will have appropriate management arrangements in place, and may be subject to a Disclosure Barring Service (DBS) check where appropriate.

3. Definitions

Volunteer

- 3.1. For the purposes of this policy, a volunteer is anyone aged 16 or over and is defined as:
- 3.2. “a person who is engaged in any activity which involves spending time, unpaid (except for travelling and other approved out-of-pocket expenses), doing something which aims to benefit some third party other than or in addition to a close relative.”
- 3.3. This is the definition used by the Disclosure and Barring Service, which also mirrors the definition adopted in the National Compact Volunteering Code of Good Practice
- 3.4. Students, trainees and individuals on ‘work experience’ programmes co-ordinated by Workforce Development are not volunteers.

Supervisor

- 3.5. The Supervisor is the person to whom the volunteer reports and who is responsible for the day to day supervision and support of the volunteer. This may or may not be the line manager.

Line Manager

- 3.6. The Line Manager is the person who will be the overall manager of the volunteers within their department.

4. Responsibilities

- 4.1. Role of the Head of Fundraising and Volunteering
- 4.2. The Head of Fundraising and Volunteering is responsible for:
- Ensuring appropriate governance arrangements for the recruitment and support of volunteers with the Trust are developed and maintained.
 - Ensuring procedures are in place to meet the recommendations in the Lampard Report, Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile,
 - Working with corporate and divisional staff to identify opportunities for volunteers to make a contribution to the life of the Trust
 - Ensuring that a policy on volunteers for the Trust is in place and that this policy is adhered to and reviewed when necessary.
 - Advising other staff on what constitutes an appropriate role for the volunteer.

- Reviewing any risk assessments provided by the managers wanting to use volunteers in any of the areas identified in section 4.31 of this policy.
- Approving any volunteer opportunities related to these areas.
- Ensuring that the roles and responsibilities of volunteers are discussed and agreed by the relevant divisional lead.
- Ensuring that the use of volunteers by the Trust is reviewed at least annually.

4.3. Role of the Volunteer Co-ordinator

4.4. The Volunteer Co-ordinator is responsible for:

- Raising the profile of volunteering opportunities at the Trust – both internally and within the local community.
- Ensuring that a Trust wide register of all volunteers is maintained and kept up to date.
- Reviewing existing volunteer roles when volunteers leave to ensure those roles are compliant with this policy.
- Developing a volunteer opportunity outline description with the relevant line manager describing clearly the tasks the volunteer will be required to do (See Appendix 1) including identification of any specific training requirements other than statutory/mandatory training.
- Ensuring that work place risk assessments are completed, where appropriate.
- Arranging an interview for the volunteer and carrying out the interview in conjunction with another member of staff, as appropriate. Guidance can be found at Appendix 2.
- Keeping records of the interview process.
- Taking up, and approving references for the volunteers.
- Ensuring the volunteer has completed a Health Declaration Form (see Appendix 3) and that the Occupational Health department has assessed the volunteer as being fit to carry out the tasks for which they have volunteered.
- Ensuring, in conjunction with Recruitment, that the pre-appointment checks (including references and DBS check) are satisfactory to the Trust, prior to the offer of a Volunteer placement with the Trust. Further guidance on DBS checks can be found in the current Disclosure Barring Service (DBS) Policy.
- Issuing the offer of a volunteer place and the Volunteer Agreement to the successful candidate.
- Issuing a Volunteer Handbook to the volunteer.
- Working with the 3rd party organisations to ensure compliance and a declaration of assurance is complete.
- Arranging for the provision of a photo identity badge, ensuring it is issued to the volunteer and that it is worn at all times.
- Ensuring that volunteers return their photo identity badge when their volunteering ceases and that the volunteer database is updated accordingly.

- Ensuring that a Confidentiality Agreement is by the volunteer and held in their personnel file.
- Managing the volunteer and appointing a line manager/supervisor who is responsible for the day to day supervision and support of the volunteer if they are not directly supervising the volunteer themselves.
- Maintaining a personnel file for each volunteer and holding in a secure and confidential way as for all personnel files.
- Ensuring that all volunteers attend a Volunteer Trust Induction where necessary and that attendance is recorded on the volunteer database.
- Ensuring that a workplace induction form is completed with the volunteer in their specific area of volunteering (See Workplace Induction Form Appendix 4). Line Managers should ensure that volunteers sign a declaration to say that they have understood the content, and that this declaration should remain in their personnel file.
- Confirming that volunteers have appropriate and adequate vehicle insurance cover if using their own vehicles as part of their role. The Trust will not provide any payment to cover the costs of this insurance.
- Ending the volunteer's agreement should the volunteer breach confidentiality or act in a way which does not comply with Trust policy or acts in a way that is detrimental to the work of reputation of the Trust.
- Ensuring that a risk assessment is completed and submitted to the Head of Fundraising and Volunteering if the volunteer is required to assist in any of the areas identified in section 4.31 of this policy.
- Ensuring, with Recruitment, that recruitment of volunteers is in line with relevant Human Resources guidance.
- Recruiting, selecting, placing, supporting, managing and monitoring volunteers in conjunction with each volunteer's named contact.
- The issue and return of volunteer uniforms, where appropriate, which easily identifies them as Trust volunteers and recording on the volunteer database.
- Ensuring that a Volunteer Agreement is signed by the volunteer and held in their personnel file.
- Reviewing the attendance of volunteers and if the volunteer has not engaged for a period of 6 months their position should be reviewed.
- Ensuring volunteers receive an annual review to consider activity and development needs and to address any matters that cause concern or inhibit performance. This should be recorded on the volunteer register.
- Ensuring volunteers receive appropriate updated mandatory training to comply with Trust Policies.

4.5. Role of the Line Manager

4.6. The Line Manager is the person in whose department/team the volunteer is placed. They are responsible for:

- Identifying a need for a volunteer/s in their area.

- The day to day overall supervision of the volunteer, ensuring that a named supervisor is available to refer to in their absence..
- providing a reference for a volunteer, as requested, if appropriate.
- Informing the Volunteer Co-ordinator should they have any concerns about their volunteer which cannot be resolved at a local level.
- Maintaining an up to date record of emergency contact details and any other special requirements of volunteers. This should be obtained from the Volunteer Co-ordinator.

4.7. Role of the Recruitment Team

4.8. The Recruitment Team is responsible for:

- Conducting pre-appointment checks for volunteers (where appropriate)
- Applying for DBS checks where appropriate
- Ensuring that the volunteer recruitment process complies with NHS Employment Check Standards (see Appendix 5).
- Issuing volunteer agreements to the Volunteer Co-ordinator for issue to volunteers.
- Providing assurance to the Executive Lead for Safeguarding that all volunteers are DBS checked (where appropriate).
- Ensuring that the Volunteer Co-ordinator is notified of the appointment of all volunteers within the Trust, in order that the register of volunteers can be maintained.
- Offering advice to the Head of Fundraising and Volunteering on any disciplinary issues relevant to volunteers.

4.9. Role of the Executive Lead for Safeguarding

4.10. The Executive Lead for Safeguarding is responsible for:

- Receiving assurance from the recruitment team that DBS checks have been carried out on all volunteers, where appropriate, including assurance given by third party organisations e.g. League of Friends.

Use of Volunteers

4.11. The tasks to be carried out by volunteers will be clearly defined 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 substituting for it. Volunteers should not be used to replace paid staff or to cover formal health care roles. If new volunteer roles are to be developed, or the level of volunteering activity is to be increased, then the Head of Fundraising and Volunteering should be consulted.

4.12. Volunteers have a responsibility for contributing to the health, safety and security of patients and their families, staff, visitors to the Trust and other volunteers, and for maintaining the security of information. The level of contribution each volunteer can make will depend upon the nature of the placement.

4.13. In clinical areas, volunteers will not carry out any clinical tasks. The Line Manager and the Supervisor in the relevant area will agree appropriate and suitable tasks. Any tasks including any manual handling must only be carried out following appropriate training.

- 4.14.** In the event of industrial action, volunteers will not undertake more activities than usual, to avoid a conflict of interest between paid staff and volunteers.
- 4.15.** Volunteers are requested to inform their named contact or the Volunteer Co-ordinator if they are unable to attend their placement (for example, due to sickness), preferably in advance.
- 4.16.** Volunteers must sign in and out using the dedicated volunteer folder on arriving at their designated place of volunteering.
- 4.17.** Volunteers will be recruited without discrimination in line with the relevant legislation and Trust's Equality Schemes, Policies and in accordance with the NHS Employment Check Standards.
- 4.18.** All Trust volunteers must be subject to an informal discussion/interview and receipt of two acceptable reference checks. Not all volunteers require a DBS check, but, where posts involve access to patients and service users as part of their normal duties, a DBS check will be made.
- 4.19.** Any concerns regarding the conduct of a volunteer must be reported to the Head of Fundraising and Volunteering who will seek advice as appropriate from the HR Team.
- 4.20.** Disciplinary Matters
- 4.21.** The Trust retains the right to terminate the engagement of any volunteer at any time without notice or formality and is not obliged to follow the full disciplinary policy and procedure. At the sole discretion of the Trust, the Head of Fundraising & Volunteering, following consultation with HR, may choose to apply a short modified procedure for issues of minor misconduct pertaining to a volunteer rather than automatically terminating the engagement of the volunteer. Full details are at Appendix L of the Trust's Disciplinary Procedure.
- 4.22.** Third-party Volunteers
- 4.23.** Approved third party organisations (such as League of Friends) will be required to provide evidence that individuals recruited to work in the Trust comply with the NHS Employment Check Standards. NHS Employers "Recruiting Volunteers" (http://www.nhsemployers.org/Aboutus/Publications/Documents/Recruiting_volunteers.pdf) document states "Where an agreement is in place with an independent third sector organisation for the provision of volunteers, they will usually have carried out all of the checks that are required by law. It is then the duty of the NHS organisation to obtain confirmation from them, as part of the partnership agreement, that these checks have been carried out and meet all legal requirements. It is not generally necessary for these checks to be carried out again by the host organisation before any start date is agreed."
- 4.24.** Third party organisations will work with the Volunteer Co-ordinator who will help support them to comply with this requirement and ensure that Declaration of Assurance form is completed and signed (see Appendix 6)
- 4.25.** Third party organisations will arrange for the volunteer to receive a Trust photo ID badge, and to ensure that volunteers wear them at all times whilst on Trust property. Employment checks can be carried out on behalf of the organisation by the Trust if requested.
- 4.26.** All Third-party volunteers must attend a Volunteer Trust Induction unless otherwise agreed with the Head of Fundraising and Volunteering.
- 4.27. Activities and areas where volunteers are welcome**
- All wards and departments across the Trust, including acute and community.

- All waiting and reception areas across the Trust.
- All outpatient, diagnostic and pre-operative areas.
- Emergency Department and Minor Injury Units.
- Any other areas as agreed by the Trust.

4.28. Areas in which volunteers cannot be used within the Trust

4.29. Volunteers can be used in any department within the Trust except the following, as these areas potentially present a high risk to the organisation:

- Mortuary.
- Intensive Care Unit.
- Delivery suite (except for volunteers providing advice on breastfeeding).

4.30. In exceptional circumstances if a manager wishes to engage volunteers in any of the above areas approval should be sought from the Head of Fundraising and Volunteering and a risk assessment completed (Appendix 7), where appropriate.

4.31. Activities which are not acceptable for volunteers

4.32. Volunteers can be engaged in a wide variety of activities, as long as they are not replacing the work of paid staff, and do not engage in any of the following:

- Direct clinical care of any kind (This includes volunteers who are, or have been clinical staff in this or any other Trust, who must not carry out any clinical activities whilst volunteering).

4.33. Confidentiality undertaking

4.34. All volunteers are bound by the same confidentiality requirements as paid staff. All volunteers will be required to sign the Trust confidentiality undertaking prior to placement and will be subject to the Trust policy on confidentiality.

4.35. Any breach of confidentiality will result in the volunteer being suspended from volunteering and their volunteer agreement ended.

4.36. The Trust is bound to process data in accordance with the Data Protection Act 1998.

4.37. Use of Social Media

4.38. The Trust's **Social Media Use Policy** outlines the Trust's expectations of its employees & volunteers in relation to the use of social media for both business and personal purposes, during and outside working hours.

4.39. The policy applies at all times when accessing social media through Trust devices, personal devices and whether using personal or Trust social media accounts. Care should be taken at all times to ensure this is followed. What is expected of volunteers in their use of social media is covered at the volunteer induction stage of recruitment. A brief summary can be found at Appendix 8.

4.40. Volunteer Expenses

4.41. Reimbursement of expenses helps to attract a diverse volunteer base by making volunteering accessible to all, regardless of income.

4.42. If required the Trust may reimburse volunteers for the cost of getting to and from their place of volunteering. This may include public transport costs and/or relevant mileage rates agreed by the Trust. Parking costs will also be reimbursed. The responsibility for paying the expenses will rest with the Directorate using the volunteer and this financial commitment should be taken into account when considering recruitment of volunteers.

4.43. The Trust will not be responsible for the payment of parking fines or the loss of personal possessions whilst volunteering

4.44. Liability for volunteers

4.45. The volunteers will be covered by the Trust's vicarious liability as long as they have been recruited in line with this Policy and are acting in accordance with all relevant Trust policies.

5. Monitoring Compliance with and the Effectiveness of the Policy

Standards/ Key Performance Indicators

5.1. Key performance indicators comprise:

- Procedure for recruitment of volunteers has been followed and all paperwork completed appropriately.
- Volunteers assisting in appropriate locations for appropriate tasks.
- Volunteers providing positive feedback around assisting clinicians to enhance the quality of care given to patients. These to be gathered by the Volunteer Co-ordinator and recorded on the database.
- Volunteers attendance at the Volunteer Trust Induction and appropriate training record completed.

5.2. Additional KPI's may be introduced in response to development of the volunteering services.

Process for Implementation and Monitoring Compliance and Effectiveness

5.3. Line managers with guidance from the Volunteer Co-ordinator are responsible for ensuring this policy is implemented across their area of work..

5.4. Support for the implementation of this policy will be provided by the Head of Fundraising and Volunteering.

5.5. Process for Monitoring Compliance and Effectiveness:

5.6. Monitoring compliance with this policy will be the responsibility of the Head of Fundraising and Volunteering in conjunction with the Volunteer Co-ordinator. This will be undertaken by:

- Maintenance of the volunteer register by the Volunteer Co-ordinator.
- Six-monthly audits of the volunteer register by the Volunteer Co-ordinator. These will be reported to the Head of Fundraising and Volunteering.

- Annual audit of a random selection (10%) of all volunteer recruitment records by the Head of Fundraising and Volunteering to be reported to the Quality Improvement Board.

5.7. Where non-compliance is identified, support and advice will be provided by the Head of Fundraising and Volunteering to improve practice.

6. Equality Impact Assessment

Table 1: Equality impact Assessment

Group	Positive Impact	Negative Impact	No Impact	Comment
Age	x			Volunteers must be over 16 years old
Disability			x	
Gender			x	
Gender Reassignment			x	
Human Rights (rights to privacy, dignity, liberty and non-degrading treatment), marriage and civil partnership			x	
Pregnancy	x			Pregnancy will not bar a volunteer from volunteering unless it is identified within a risk assessment that the workplace is unsuitable.
Maternity and Breastfeeding			x	
Race (ethnic origin)			x	
Religion (or belief)			x	
Sexual Orientation			x	

7. References (Optional)

- NHS Employment Check Standards 2017
- DBS check: application process for volunteers booklet 2015
- Compact – Volunteering compact code of good practice. Cabinet Office, May 2008
- Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile, Kate Lampard. February 2015

8. Associated Documentation (Optional)

- Volunteer Handbook
- Disclosure Barring Service (DBS) Disclosure Policy
- Disciplinary Policy
- Corporate Presence and Social Media Policy

Appendix 1

Volunteer Opportunity Outline

Name of opportunity:

Department :	
Location:	
General outline of role:	
Key responsibilities:	
Key tasks involved:	
Key people the volunteer will be working with:	
Time commitment:	
Skills required:	
Specific educational requirements/qualifications:	
Workplace training required for role, if appropriate:	
Will driving be required?	
Will DBS check be required?	

Appendix 2

The Volunteer Interview

The interview should include the following topics:

- Explanation of the volunteer opportunity
- The volunteer policy and handbook
- Length of time the volunteer will be required and termination procedures
- Confidentiality
- Any specific record keeping procedures
- Any special needs of volunteer
- Supervision/Line Management
- Training
- Liability
- Parking and travel expenses
- Tour of department if appropriate

At the interview the Line Manager (or nominated deputy) will:

- Verify the individual's identity and, where relevant, qualifications and work permits of prospective volunteers.
- Check right to residency in the UK.
- Take photograph for ID badge.
- Inform the individual that the Trust will require two satisfactory references prior to an offer being made.
- Confirm Occupational Health clearance is required prior to the appointment of a volunteer and request a copy of immunisation status (from GP).
- Check the professional registration of the volunteer (if appropriate) prior to appointing a volunteer placement.
- Sign Confidentiality Agreement.
- Ask volunteer to complete Personal Details form.
- Confirm the Trust non-smoking policy.
- Advise that Disclosure Barring Service clearance is necessary for all volunteers who come into regular contact with patients or service users, complete Model Dec A form and provide online passwords.
- Inform the volunteer that any business interests they have must be declared.

Appendix 3

Health declaration: for volunteer role or student placement

Title of placement/role	
Location .	Northern Devon Healthcare Trust

Personal Details

*Surname/Family Name			
* First Names			
Title		Date of Birth	
Address			
* Postcode		* Country	
Home Telephone		Mobile Telephone	
Email Address			
If you have a disability do you require any reasonable adjustments to be made?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please supply details below;			

Health Related Questions:

Please read and answer the questions below carefully. To preserve medical confidentiality, you are not required to identify which conditions/illnesses relate to your declaration.

If no further action is needed, this form will be retained in your personal file; if required this form will be sent to the Occupational Health Department. The Occupational Health Department will then contact you for further information.

In completing this form, you give consent for it to be shared between the Northern Devon Healthcare Trust and the Occupational Health Department.

Health Declaration

I am up to date with usual childhood vaccinations; please supply evidence (available from your GP)

Yes No Evidence enclosed

I have had chicken pox (Varicella)

Yes No

Have you ever been affected by one of the following health problems?

- Insulin dependent diabetes?
- Epilepsy?
- Muscular/skeletal/back pain leading to more than two weeks absence or requiring treatment other than simple over the counter pain killers?
- Skin disorders e.g. hand eczema, latex allergy, colonisation or infection with MRSA?
- Depression, psychiatric problems, anxiety or stress, substance or alcohol misuse?
- Any communicable disease such as Hepatitis B, Hepatitis C, TB or HIV?
- Any condition which may result in suppression of the immune system e.g. chronic renal failure, treatment with chemotherapy, auto-immune disease?
- Persistent cough, coughing up blood: Night sweats or unexplained weight loss.

Yes No

I declare that I am fit and well and have no reason to believe I should not work in a hospital environment.

Yes No

Signature		Dated:	
Occupational Health use only:	Fit	immunisations	Follow up required

Student/Volunteer Placements

We have been informed that you are due to start a placement with Northern Devon Healthcare NHS Trust.

As this is a healthcare environment it is important that you are up to date with all childhood vaccinations especially Diphtheria, Tetanus & Polio and MMR (Measles, Mumps and Rubella) before starting the placement. We will require a copy of the vaccination history which is available for you to request at your GP Surgery. A copy of this information should be sent to the address below as soon as possible in order to avoid delays in your placement.

If the placement will be within a clinical area, the manager of the area you are working in will be responsible for ensuring risk assessments are in place. Measures will be taken to reduce potential risks in line with National and Trust policy. This risk will be reduced at a practical level by the use of personal protective equipment i.e. gloves, aprons and goggles when needed. It is your responsibility to ensure all instructions regarding the use of personal protective equipment and infection control are followed.

Should you have any concerns that your health may be at risk please speak to your mentor or the manager. In the unlikely event that you sustain an injury, especially if it involves body fluids, please report this immediately to a member of the regular staff and record it appropriately.

You should not attend any placement area if you feel unwell or have any infection, please contact your GP for further advice if required.

If you have any concerns that you wish to discuss regarding any underlying health conditions, this letter or vaccinations please do not hesitate to contact the Occupational Health Nurse on 01271 341520 and we will be more than happy to talk to you.

Forms can be e-mailed to sheilaflynn@nhs.net or j.armstrong4@nhs.net
Or Faxed to 01271 341517

Volunteering office received updated copy 15 June 2017

Appendix 4

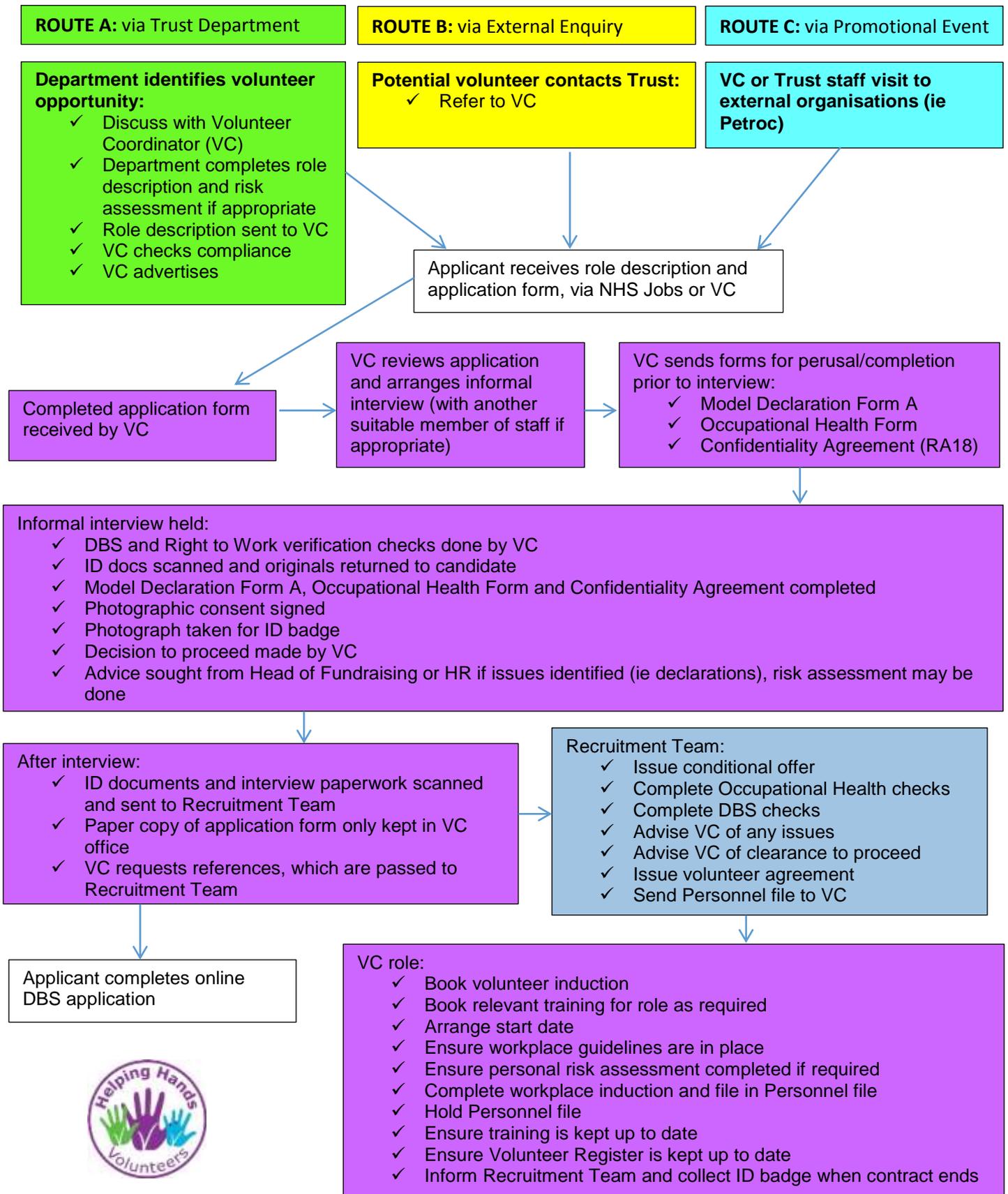
Workplace Induction Checklist (for all volunteers) Workplace

Name:		
Department:	Job Role:	
Name of Line Manager:		Start Date:
Section 1 - Introduction to Department, Team & Facilities	Date information was received	Volunteer signature
<p>Tour of Department and introduction to colleagues</p> <p>Demonstration of Fire exits other emergency procedures</p> <p>Any specific information relating to the area(s)</p> <p>Dress code/use of personal protective clothing (if required)</p> <p>Other occupational health considerations. List details of any adjustments required.</p> <p>No Smoking Policy</p> <p>Timekeeping: time sheets, local working patterns or shifts. Absence reporting</p> <p>Supervision/Line Management arrangements</p> <p>Expectations/limitations of the role</p> <p>Personal safety. Parking, Breaks, food & beverages</p> <p>Documentation or record systems used in area and Healthcare Records policy</p> <p>Security/ID badges/Keys/Keypads</p> <p>Reporting system for accidents. Incidents and near misses</p> <p>Any essential department meetings and/or communication systems</p> <p>Volunteer Handbook provided?</p> <p>Violence and aggression guidance</p> <p>Confidentiality agreement signed?</p>		

Section 2 - Role specific Risk Management training as per Trust Risk Management training analysis	Date attended/ achieved	Signature
Fire, Health and Safety Infection Control Moving and Handling Training Other : _____		
Volunteers are responsible for their own health and safety. As a volunteer you are not expected to help with anyone (staff or patients) in the event of a fire or incident.		
Safeguarding adults and children DVDs watched by volunteer and contents understood		

Appendix 5

VOLUNTEER RECRUITMENT PROCESS



Appendix 6

**Declaration of assurance regarding recruitment of
volunteers to 3rd party organisations/charities**

Name of Organisation:	
Name of Volunteer:	
Name of Volunteer Coordinator:	

We hereby confirm that the above mentioned volunteer has been recruited in line with the NHS Employers Check Standards and that the following have been completed:

Check	✓	✗
ID and right to work checks		
References received and approved		
DBS required and completed		
Occupational Health clearance received		
Trust Volunteer Induction attended		
ID badge issued		
Additional training arranged as appropriate		

Signed : _____

On behalf of the 3rd party organisation

Signed : _____

The above mentioned volunteer

Date : _____

Please return this form to the Volunteering Coordinator, NDDH

Appendix 7

Physical Agents	Yes	No	Existing Controls	Additional Controls or actions & timescales (immediate, 1 week etc.)	Achieved date

Young worker/volunteer risk assessment

For completion in conjunction with volunteer prior to work placement start date and induction. For use for any young person, apprentice, trainee, volunteer or those on work experience. Control measures implemented for all staff in many cases will also protect young persons, however some additional controls may be required due to the young person lacking experience, being unaware of potential hazards and / or lack of maturity.

1. Manual Handling of loads where there is a risk of injury			Moving and Handling Policy. Complete Moving and Handling as per policy and training.	<ul style="list-style-type: none"> • Volunteer and workplace induction • 	
2. Ionising radiation e.g. x-rays			Supervision, training and appropriate personal protective equipment. Follow instructions from relevant staff.	<ul style="list-style-type: none"> • n/a 	
3. Mental and physical fatigue			No more than 8 hour shifts as per working time regulations. No more than 40 hours per week.	<ul style="list-style-type: none"> • n/a 	
4. Long periods of standing or remaining stationary			30 minute break over 4 ½ hours – standard for young people	<ul style="list-style-type: none"> • n/a 	
5. Long periods without food or fluids			30 minutes break over 4 ½ hours – standard for young people	<ul style="list-style-type: none"> • n/a 	
6. Work pattern (1)			Must have 12 hour break between days worked. Must have 2 days off each week. Explore if other options applicable. Study hours at college to be included in total of hours worked	<ul style="list-style-type: none"> • n/a 	

7. Work pattern night duty (2)			n/a	<ul style="list-style-type: none"> n/a 	
8. Chemicals e.g. cleaning products			Control of Substances Hazardous to Health Policy. Training and Supervision. Supply of personal protective Equipment.	<ul style="list-style-type: none"> Volunteer and workplace induction 	
9. Slips, trips and falls			Health and Safety Policy Uniform and Dress Code Policy (footwear requirements in clinical areas). Dealing with spills “see it, sort it, report it”. Yellow hazard signs.	<ul style="list-style-type: none"> Volunteer induction. <p>Individual assessment:</p> <ul style="list-style-type: none"> 	
10. Exposure to blood or other bodily fluids			Staff Immunisation and Screening Policy. Training and supervision. Infection Prevention Control policies, guidelines and standard precautions. Personal protective equipment e.g. disposable gloves.	<ul style="list-style-type: none"> Volunteer induction 	
11. Pregnancy			New and Expectant Mothers Policy and Risk Assessment.	n/a	

12. Electrical Safety			Health and Safety Policy Electrical Safety Policy Portable Appliance Test and Inspection.	n/a	
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Working Conditions	Yes	No	Existing Controls	Additional controls or actions & timescales	Achieved date
1. Induction			Corporate and Local Induction. Induction Policy. Induction Workplace Checklist for new staff and students. Health and Safety Policy. Incident Management Policy.	Volunteer induction. Workplace induction on day 1. Level of supervision and training requirements to be agreed on individual basis	
2. Confrontation and potential violence			Violence & Aggression Policy	Volunteer induction. Individuals to seek immediate help.	
3. Overtime			n/a	<ul style="list-style-type: none"> n/a 	
4. Inoculation injuries / needle stick / sharps			Prevention of Inoculation Injuries Policy. Management of Inoculation Injuries Policy.	Volunteer induction	
5. Work Pattern – additional duties			n/a	<ul style="list-style-type: none"> n/a 	
6. Psychological / emotional			1-1 supervision 3 monthly by mentor / ward leader. Bullying and Harassment Policy. Supporting Staff in the Event of an Incident, Claim or Complaint Policy.	<ul style="list-style-type: none"> Volunteer induction To discuss openly situations that may arise in your area. For individual to escalate immediately and discuss through supervision. 	
7. Display Screen Equipment			Display Screen Equipment Policy.	<ul style="list-style-type: none"> n/a 	
8. Lone Working			Element of lone working.	<ul style="list-style-type: none"> n/a 	

9. Professional Conduct			Code of Conduct for Staff and Patients. Professional Registration.	<ul style="list-style-type: none"> • Volunteer induction • Volunteer handbook 	
10. Clinical Competencies			Training, supervision and accredited training programme.	<ul style="list-style-type: none"> • 	

Assessment:

The risk assessment and checklist has been followed and adjusted to suit the work placement and tasks specific to the volunteer’s job role. Some additional controls have been agreed as noted in the assessment. This risk assessment has considered:

- the layout of the workplace;
- the physical, biological and chemical agents the young person will be exposed to;
- how the volunteer will handle work equipment;
- how the work and processes are organised;
- the extent of health and safety training needed;
- risks from particular agents, processes and work; and that
- tasks are not beyond the volunteer’s physical or psychological capacity.

Completion of this risk assessment has outlined all appropriate control measures which have been discussed with the volunteer. A copy of the assessment will be kept on file and a copy will be issued to the volunteer.

A work place induction has been / will be completed on 25 January 2018

The name of the supervisor and / or mentor for the volunteer is Clare Downing/Lesley Gaish

<u>Volunteer signature:</u>	Print Name:	Date:
<u>Employee signature:</u>	Print Name:	Date:
<u>Volunteer Coordinator signature:</u>	Print Name:	Date:

Review dates agreed:



Appendix 8

VOLUNTEER INDUCTION - SOCIAL MEDIA POLICY

The Trust has two policies - Social Media Use and Corporate Presence & Use of Social Media. Both complement one another and to all other relevant Trust corporate and IT policies, guides and procedures and should be referred to/considered in conjunction. All policies are available on the Trust website, however for hard copy contact our line manager or volunteering coordinator.

Social media is the term commonly used for web-based and other mobile communications technologies that enable messages and opinions to be shared in dialogue with others. Social media often involves the building of online communities or networks, encouraging participation and engagement. Examples of social media websites are commonly known as websites include Facebook, Twitter, LinkedIn, Instagram, MySpace and Friendster. Social media also includes Blogs.

Cyber bullying is defined as bullying, harassment and victimisation conducted via social networking sites to post photographs or offensive or threatening comments about colleagues.

All staff, contractors, volunteers and third parties are expected to behave in a manner that is conducive to good relations with their colleagues, managers and the users of the Trust's services. All staff are looked upon to present a good impression to the general public, patients and their relatives/carers, and to avoid any actions that might jeopardise the good reputation of the Trust or its staff.

All individuals involved in processes associated with the inappropriate use of social media have a duty and responsibility to treat all information provided or received in the strictest confidence.

Personal Conduct

Northern Devon Healthcare NHS Trust respects the right of staff to a private life and the Human Rights Act 1998. However, the Trust must also ensure that confidentiality and its reputation are protected. It therefore requires staff using social networking websites to:

- Ensure that they conduct themselves in line with their responsibilities including those outlined within the Trust's Bullying & Harassment Policy.
- Ensure that they do not conduct themselves in a way that is detrimental to, or damages the reputation of, the Trust.
- Take care not to allow their interaction on these websites to damage working relationships, and
- Ensure that they do not breach patient or staff confidentiality.

May 2017