

SALISBURY NHS FOUNDATION TRUST

Volunteering Policy

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1. Quick Reference Guide

This policy explains the recruitment process for volunteers and includes information regarding:

- Induction and Training
- Dress Code
- Safeguarding Children and Vulnerable Adults
- Tasks Undertaken
- Support and Supervision
- Expenses
- Insurance
- Health & Safety
- Confidentiality and Data Protection
- Values and Behaviours
- Service Developments
- Volunteer Recognition and
- Termination of Voluntary Service

2. Introduction

- 2.1 Volunteers are a human resource who can, and do, add considerable value to the work of paid staff at Salisbury NHS Foundation Trust. Volunteers are complementary to the work of paid staff, whether through voluntary organisations or within in-house services. Volunteering in health care provides an opportunity for people to be active in their community. It can allow individuals to become more included and empowered by contributing as volunteers. In addition, the experience gained by volunteers in the Trust will reflect back to the local population, enhancing the Trust's image.
- 2.2 To endorse its commitment to this policy the Trust employs a Voluntary Services Manager with a specific duty to ensure the principles recognised in this policy are followed.
- 2.3 This policy is a framework for staff and volunteers to show how Salisbury NHS Foundation Trust recruits, manages, and supports its volunteers across the whole Trust including those volunteering at the Hospice and other charity and voluntary organisations on site. It is not all encompassing – supporting procedures and guidelines have also been devised where appropriate.
- 2.4 There may be occasions where due to a national incident (e.g., pandemic) there would be a requirement to implement a fast-track recruitment process affecting the way pre-employment checks are sought and checked. This revised process would only remain in situ during the incident, and any individuals recruited for volunteering through this route who subsequently wanted to remain as a volunteer in the Trust would be required to successfully complete a full pre-employment check completed at that time.
- 2.5 In the event of a fast-track recruitment process being implemented, priority would be given to those volunteers who could supply a valid DBS check in support of their application to support safeguarding principles of the Trust (See clause 8)
- 2.5 As part of this amended approach in response to a national incident, there may also be a requirement to accept pre-employment checks that have been completed elsewhere e.g., an appointed Government agency or university. Whilst the Trust would accept these pre-employment checks externally completed, the Trust would subsequently reserve the right to undertake any additional pre-employment checks as necessary, when returning to the standardised process.

Version Details

Version No.	Updated by	Updated on	Description of changes
3.0	Voluntary Services Manager	June 2020	Minor revisions only
4.0	Voluntary Services Manager	June 2023	Minor revisions to reflect updated processes/information

3. Definitions

- 3.1 A volunteer is an individual who offers time and services for which no remuneration (other than expenses) is paid. This may include students on placements for vocational purposes but would exclude those undertaking a placement as part of an education programme.

- 3.2 The Supervisor/s will be the person or people to whom the volunteer reports whenever s/he attends for duty and/or the ward manager/department head. This person is responsible for the day-to-day supervision of the volunteer.

4. General Statements

- 4.1 As the largest employer in South Wiltshire it is important that Salisbury NHS Foundation Trust and its employees promote a positive attitude towards volunteering.
- 4.2 The Trust accepts responsibility for the health and safety of volunteers whilst on Trust premises and insurance is provided through the Trust's public liability insurance (See clause 12)
- 4.3 Risk assessments must be undertaken and documented by any area accepting volunteers, on a case-by-case basis and taking into account the inexperience of some volunteers. Advice as to what the risk assessment should include is available from the Trust's Occupational Health and Safety Services. Additional information is available from the Health and Safety Executive (HSE).
- 4.4 Individual risk assessments will be held on the volunteers file by the Voluntary Services Manager. Should a volunteer require additional support to complete their volunteering role this will also be recorded on the risk assessment and actioned.

5. Recruitment Process

- 5.1 Anyone aged 16 and over can apply to become a volunteer, although applicants are required to be aged 18 or over to volunteer in some settings e.g., Hospice. Placement locations for those under the age of 18 will be considered carefully to ensure the young person's wellbeing.
- 5.2 All volunteers follow the same application process, in line with NHS Employers' Safer Recruitment guidelines i.e.
- Completion of an application form
 - Completion of an occupational health form
 - Completion of an enhanced Disclosure and Barring Service check
 - Attending a pre-placement interview
 - Providing two references (for applicants with no previous work experience, an educational referee and a character referee (non-familial) will be accepted)
- 5.3 If it is felt the prospective volunteer is unsuitable for the task for which they have applied, or if there is no suitable vacancy, alternative voluntary service will be suggested which might include referral to the local Volunteer Centre who can be found at Community First, Unit C2, Beacon Business Centre, Hopton Park, Devizes, SN10 2EY.
- 5.4 Due to the large number of volunteer applications we receive we restrict applications from those people who live within our catchment area. Please see [Appendix A](#) for additional information.

6. Induction and Training

6.1 All new volunteers, regardless of placement, are required to either attend a Volunteers Induction Day which is held once a quarter (or as required). This will include a requirement to complete mandatory e-learning modules. Should it be necessary, a virtual induction may be provided in place of on-site attendance.

6.2 All volunteers receive a Volunteers' Handbook which contains information about:

- Dress Code
- Confidentiality
- Safeguarding
- Health & Safety including Public Liability Insurance
- Fire Safety
- Infection Control
- Concerns, Compliments and Complaints
- Training information
- Claiming expenses
- Rights and Responsibility
- If things go wrong
- Foundation Trust information

(This list is not exhaustive and may vary according to the needs of the Trust and the location where volunteer is placed).

6.3 Volunteers will be instructed on the current sign-in/out procedures, to ensure we can track and trace volunteer attendance on site.

6.4 A four-week trial period is standard for all voluntary placements, after which Voluntary Services will be ensured that the new volunteer has been placed appropriately and has settled in.

7. Dress Code

7.1 All volunteers must be suitably dressed for their role as per the required dress code. The Trust will provide volunteers with a tabard or polo shirt for their role so they are easily recognisable by anyone visiting the Trust

7.2 For placements within a clinical area, volunteers must wear flat, soft soled shoes which have enclosed toes (no flip flops). Trousers are best but no leggings or jeans are permitted. Tailored shorts (knee length) may only be worn when instructed by the Trust (during exceptionally warm weather conditions).

7.3 Volunteers working in clinical areas are required to comply with the Trust Dress Code Policy 'Bare Below the Elbow'. From the elbow down to hands, arms must be bare, and wrist and hand jewellery must be removed, excepting one plain wedding band and one pair of plain metal stud earrings, both of which are permitted. Watches must be removed, and no long necklaces are permitted. Hair must be neat and tied back. Nail varnish and acrylic nails are not permitted.

7.4 For placements within a non-clinical area volunteers must wear suitable smart casual clothing appropriate for their role. Some departments may permit jeans, but this must be agreed with the department concerned in advance of attendance on site.

- 7.5 Personal Protective Equipment (PPE) will be available when appropriate and required as mandatory in these circumstances.

8. Safeguarding Children and Vulnerable Adults

- 8.1 Salisbury NHS Foundation Trust (SFT) is committed to Safeguarding Children and Adults at Risk, promoting their welfare and wellbeing. It works in partnership with Local Authorities and Safeguarding Boards to set and establish a range of Policies and Guidance to achieve these commitments.
- 8.2 All individuals have the right to live a life free from fear, to be treated with dignity and have their choices respected. Mandatory training which covers the safeguarding of children and vulnerable adults is included in the Volunteers Trust Induction.
- 8.3 Information on locally agreed policies, procedures and guidance can be obtained from the Voluntary Services Manager.
- 8.4 The hospital employs specialist staff to help and support everyone who works at SFT, including volunteers. Further information should be sought from the Voluntary Services Manager in the first instance.
- 8.5 Concerns regarding any adult or child must be raised with either the Nurse in Charge or Department Lead. Information can be found at the Wiltshire Safeguarding and Vulnerable People Partnership <http://www.wiltshirescb.org.uk>

9. Tasks Undertaken

- 9.1 Volunteering should complement the work of paid staff, not substitute it. Volunteers must not be used to cover any staff absences for any reason, e.g., long-term sickness or where a vacancy for paid employment exists.
- 9.2 Wards and Department can request the use of a volunteer by contacting the Voluntary Services team for a role description form. Consideration needs to be given to exactly what tasks volunteers will be asked to complete and who is going to be responsible for their day-to-day management. 9.3 In clinical areas, volunteers are not permitted to carry out clinical tasks. The supervisor in the relevant area and the Voluntary Services Manager must identify and agree appropriate and suitable tasks in advance of a volunteer being assigned to the area
- 9.4 Volunteers who undertake professional services (e.g., complementary therapies) must be appropriately qualified and registered with their professional body and provide evidence of this to the Trust, alongside their documentation for current and valid insurance relevant to their professional service provision. The cost of this insurance is not eligible for reimbursement or contribution as an expense.
- 9.5 In the event of industrial action, volunteers should undertake no more voluntary activity than they would in the normal situation, to avoid a conflict of interests between paid staff and volunteers.

10. Support/Supervision

10.1 The volunteer will be assigned a supervisor in the area where they are helping. The supervisor will provide on-going support and supervision on a day-to-day basis.

10.2 The Voluntary Services Manager and Administrator can offer additional support where necessary.

11. Expenses

11.1 Reimbursement of expenses incurred whilst volunteering helps to attract a diverse volunteer base by making volunteering accessible to anyone in our local communities, regardless of income.

11.2 All volunteers may apply to have their travel expenses incurred whilst volunteering reimbursed. Expenses are authorised through the Voluntary Services Department by completing 'Travel Reimbursement' form obtainable from Voluntary Services via emailing sft.volunteering@nhs.net

11.3 Claims for bus fares incurred whilst volunteering must be accompanied with tickets.

11.4 Mileage will be calculated using Google Maps and the shortest route from volunteer's postcode to hospital postcode. Volunteers using their own cars are responsible for checking with their insurance provider that their policy permits them to use their car for this purpose. Insurance costs are not eligible for reimbursement or contribution.

11.5 Car Parking Charges – volunteers are provided with a **FREE** Volunteers Parking Permit to use whilst volunteering at the hospital; at all other times, the daily staff car parking tariff will apply, and a daily scratch card must be visible on the windscreen. Volunteers are permitted to park in designated staff car parks, having registered their car registration with Facilities.

11.6 Volunteers who offer in excess of four consecutive hours' voluntary service in one day are entitled to receive a meal voucher which is issued by the Voluntary Services Department. The meal voucher may only be used whilst volunteering for more than four consecutive hours, at all other times the prices advertised for staff, will apply.

12. Insurance

12.1 All registered volunteers are covered by Salisbury NHS Foundation Trust's Employer Liability and Public Liability insurance whilst they are on the premises or engaged in activities on behalf of the Trust.

12.2 Other registered charities whose volunteers are involved with Salisbury NHS Foundation Trust, must obtain separate insurance to cover their activities.

13. Health & Safety

13.1 Section 3 of the Health and Safety at Work Act 1974, imposes a duty of every employer "to ensure, as far as reasonably practicable, that persons not in their employment, who may be affected by their undertaking, are not exposed to risks to their health or safety"

and “to give persons (not being their employees)” who may be affected in a prescribed manner, information as might affect their health.

13.2 Volunteers receive health & safety information from the following sources:

- Guidelines at Induction
- Volunteers update sessions
- Local induction
- Volunteers’ Handbook (See 6.1)

13.3 Day-to-day responsibility for a volunteer’s health and safety lies with their supervisor.

13.4 Volunteers also have a duty of care to themselves and others with whom they are working to maintain Health and Safety standards in compliance with the Health and Safety Directive

13.5 The presence of volunteers must be taken into account when the ward/departments are carrying out risk assessments.

13.6 Risk assessments, specific to the volunteer, must be made readily available by the Voluntary Services Manager upon request.

14. Confidentiality & Data Protection

14.1 All volunteers are bound by the same confidentiality requirements as staff employed by the Trust and therefore, any breach in data security will be addressed as per Trust policies and procedures
14.2 Individual volunteers sign guidelines to this maintain confidentiality and data protection on their application form and additionally read and sign a form to confirm their understanding and compliance once they have been accepted. All Volunteers are reminded about their responsibilities again at Induction
Disclosing Trust information to any third parties via any channel of communication will be considered a breach of confidentiality.

14.3 Completion of an e-learning package on Data Security is also required at Induction.
14.3 Volunteers can seek further advice from their supervisor or the Voluntary Services Manager

14.4 Patients or close relatives of patients would not normally be encouraged to volunteer in the area where the patient is receiving/has received treatment. If such a situation arises, the volunteer’s contact with the clinical team should be minimal to prevent a potential breach of confidentiality.

14.5 The Voluntary Services Department follows the principles and processing of data in accordance with the Data Protection Act 2018. Information is recorded for a specific purpose, kept secure, and not retained for longer than necessary in line with the Records Management NHS Code of Practice.

14.6 Volunteer information is recorded on an Excel spreadsheet for statistical, monitoring and contact purposes only.

15. Values and Behaviours

15.1 There are four core values that the Trust as a whole, expects to see in practice from anyone working or volunteering in the Trust. Each key area has described behaviours that demonstrate those values.

- **Patient Centred and Safe:** This centres on patient safety, teamwork, and continuous improvement.
- **Professional:** This focuses on being open and honest, efficient and acting as a good role model.
- **Responsive:** The expectation here is that staff will be action orientated, with a “can do” attitude and that they innovate, take personal responsibility and listen and learn.
- **Friendly:** We would expect staff to be welcoming, treat people with respect and dignity and value others as individuals.
- **Progressive:** We will constantly seek to improve and transform the way we work, to ensure our services respond to the changing needs of our communities

More information is available at <https://www.salisbury.nhs.uk/about-us/our-values/>

16. Service Developments

16.1 Where Service Developments are planned, consideration should be given to the role of existing volunteers and/or introducing new volunteering opportunities as a result of the service development, involving volunteers from the outset wherever possible.

17. Volunteer Recognition

17.1 An annual ‘Volunteers Buffet Lunch’ event is held, financed by the Charitable Trust Funds, which recognises the contribution of the volunteer throughout the organisation.

17.2 Long Service awards (pin badges) are awarded for 5, 10, 15, 20 and 30 years’ service, as part of the annual lunch.

17.3 Volunteers are also recognised at the annual Staff Awards under the category ‘Governors Volunteer Award’ and can be awarded to a volunteer of any age.

17.3 The volunteers are also invited to ‘Mince and Mingle’ at Christmas to recognise the contribution volunteers have made during the past year.

18. Termination of Voluntary Service

18.1 Whilst every effort will be made to ensure that volunteers continue helping for as long as they wish/are able, it may on occasion be necessary to suggest alternative voluntary work either with the Trust or elsewhere. An example would be where a volunteer’s health may deteriorate to the point where they are unable to carry out their usual tasks safely.

18.2 Rarely, a volunteer may be asked to cease their voluntary service, for instance, if misconduct is reported. Such issues will be addressed by the Voluntary Services

Manager and the volunteer's supervisor and in accordance with Trust policies and procedures

18.3 Upon termination, all Trust property, including ID badge, parking permit, and polo shirt must be returned to the Voluntary Services Department on the last day of volunteering.

19 Equality Impact Assessment for Policies

Salisbury NHS Foundation Trust aims to design and implement services and policies that meet the diverse needs of its services, population, and workforce, ensuring that none are placed at a disadvantage over others.

This document has been assessed against the Trust's Equality Impact Assessment Tool which was presented to the ratifying committee.

References

Vinspired

<http://vinspired.com>

Volunteering Matters

<https://volunteeringmatters.org.uk>

Voluntary Service Overseas

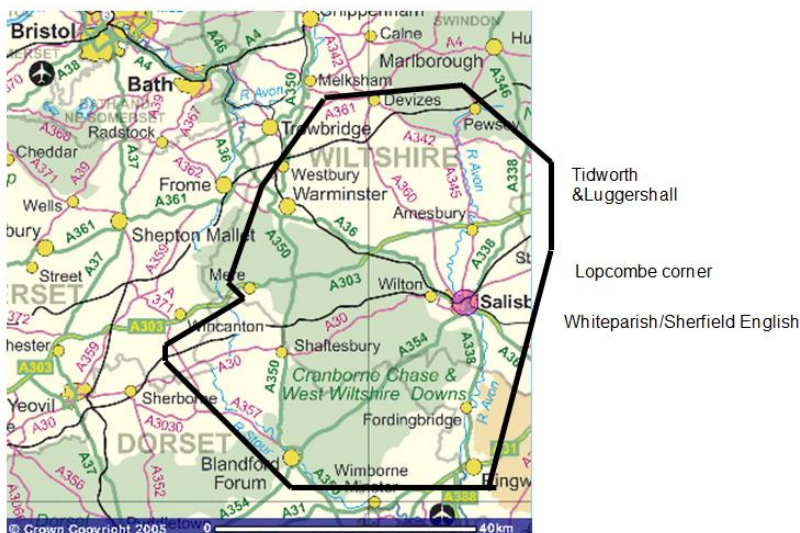
<http://www.vso.org.uk>

Do It

<https://do-it.org>

Appendix A – [click here to download](#)

Catchment area for work experience placements.



Induction Healthcare Group 2023 - 3.0.0.1

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