

Volunteer Handbook



Here for you

Welcome to Cumbria Partnership NHS Foundation Trust and thank you for agreeing to become a volunteer with us.

As a new volunteer, we want to ensure that you are clear about what is involved in volunteering and what you can expect from the Trust.

This handbook contains information we feel you might need and if you feel there is anything missing then please let us know.

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WHAT YOU NEED TO DO BEFORE YOU CAN VOLUNTEER

The following will need to be completed by the volunteer with help of their named volunteer support person.

Volunteer Agreement

This sets out your rights and responsibilities as a volunteer with Cumbria Partnership NHS Foundation Trust

Volunteer Induction Checklist

Your Manager will go through this checklist with you on your first day. It contains important information you need to do in order to carry out your volunteering role safely and effectively.

Volunteer Personal Details Form

This lets us know who to contact on your behalf in the event of an emergency. This information will be kept confidentially by your Manager.

Volunteer Expense Form

You will need to complete a volunteer expense claim form each time you want to claim volunteer's expenses. We will need a receipt for certain expenses to show our funders what we have paid money out for.

Volunteer Log Sheet

This sheet identifies how much time has been given by the volunteer and also provides the volunteer to list any concerns or queries they may have.

Task Description Outline

The task description should be drawn up in discussion with your named support person. As a volunteer you have a right to a choice of tasks based on skills, interests and abilities. It is important that your work complements the work of paid staff and that everyone is clear about their role. The task description outline also makes it clear who you can go to if you have any questions or need to discuss your voluntary work.

Confidentiality Statement

You are asked to sign this to show that you will keep information gained in the course of your voluntary work confidential.

VOLUNTEER AGREEMENT

(This is not, nor is it intended to be, a Contract of Employment)

Your Rights as a Volunteer

- A choice of tasks based on skills and abilities and not any subjective criteria
- Adequate induction
- Defined tasks which complement those of employed staff
- Access to support/supervision through a named person
- Appropriate training
- An opportunity to review progress
- Information about changes in Trust policy or procedures or any other matter affecting your volunteering role
- Not to be discriminated against by paid staff, other volunteers, patients or their relatives
- A clear procedure for claiming expenses
- Appropriate insurance cover
- A safe working environment
- To say no to inappropriate demands, additional tasks or activities you don't want to do
- To express concerns and grievances and provide a structure for feeding your ideas into the organisation's decision making structure
- Provision of a reference

To be signed by the Line Manager

Signed

Your Responsibilities as a Volunteer

- To respect confidentiality
- To uphold Cumbria Partnership NHS Foundation Trust Policies
- To keep within Cumbria partnerships NHS Foundation Trust's aims, objectives and values
- No to act in a discriminatory way towards other volunteer and paid staff
- To be reliable, honest and punctual
- To attend supervision sessions/training/other meetings if required
- To keep within the boundaries of the task description
- To inform us as early as possible if you are unable to continue as a volunteer

To be signed by the volunteer

Signed Volunteer

Volunteer Induction Checklist

Department/unit and site			
Volunteer's name			
Responsible Manager			
Date			
Subject (This list is not exhaustive and is intended as a baseline to be added to or subtracted to depending upon the volunteer's role)	Volunteer's Signature	Manager's Signature	Date
Where to sign in			
Where to put personal property			
Location of toilets			
Introduced to key staff			
Tea and coffee arrangements			
Explanation of client group			
Explanation of volunteer role			
Complete New Starter Form and send to Human Resources for Volunteer to be registered on ESR for payment of Expenses			
Explain Procedure for Claiming Expenses			
Waste management			
Fire procedures and exits			
Manual handling training			
Health and safety training			
Customer care			
Food hygiene			
Diversity training			
Infection control			
Volunteer Agreement and confidentiality Agreement Signed			
ID Badge Issued			

To the Volunteer: Always ask if you don't know. Keep a copy of this form for your records.

VOLUNTEER'S PERSONAL DETAILS

Title:..... Full Name

How would you like to be addressed? (these details will be printed on your name badge):.....
.....
.....

PostcodeTelephone Number.....

Mobile Number Email Address

Emergency Contact

Name

Address

Postcode Telephone Number

Any other details you would like us to be aware of

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VOLUNTEER EXPENSES CLAIM FORM / BASE NAME

Name

Address

.....

Postcode

Volunteer's expenses can be claimed for the following

- Travel expenses will be reimbursed in line with expenses paid to employed members of staff
- Lunch – if worked above 3.5 hours (please attach receipts)

Please fill in the times you have volunteered for us

	In - am	Out - pm	In - am	Out - pm
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Break down of expenses

Travel _____

Lunch _____

I claim £_____ total expenses claimed

Signature Date

Authorised by line manager Date

Received Date

VOLUNTEER LOG SHEET

Volunteer

Areas working in

	In - am	Out - pm	In - am	Out - pm
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Notes

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To be signed by the Line Manager

Signed

Original to be held by volunteer and a copy to be sent to the team support

VOLUNTEER TASK DESCRIPTION

Purpose of role
Tasks to be carried out
Where the work will be carried out
Length of time volunteer is required
Who volunteer is accountable to
Expenses
Volunteer support

The above should be agreed between volunteer & line manager

Original to be held with volunteer and a copy sent to HR Department for monitoring purposes.

VOLUNTEER ACHIEVEMENT RECORD

Volunteer

Department

Role

Organisation Cumbria Partnership NHS Foundation Trust

Tasks Undertaken	Skills & Knowledge Demonstration	Date

Signed Line Manager

Date

CONFIDENTIALITY STATEMENT

Statement

I understand that I must not disclose to any person (other than a person authorised by the Trust) any information acquired by me in connection with my role as a volunteer which concerns:

- the Trust, its staff, or its business
- the identity of any patient or service user at any of the Trust's hospitals or other establishments
- the medical condition of or the treatment received by any patient or service user.

I understand that a breach of confidentiality by me may lead to the termination of my Volunteering role with the Trust.

I will seek advice from my Line Manger regarding any concerns I might have regarding any patient or service user, any member of staff or any aspect of the Trust's s work.

Signature date

INVOLVEMENT OF VOLUNTEERS STANDARDS OF BEHAVIOUR

- A) Failure to meet Trust standards can lead to the ending of involvement of a volunteer, service user or carer and would include
- Bullying or harassment of volunteers, service users, carers, staff or members of the public
 - Confidentiality – breaches of confidence (except whistle blowing is involved)
 - Corruption – receipt of money, goods, favours or excessive hospitality for services rendered on official Trust business
 - Deception – provision of any false or fraudulent information about oneself, to the Trust
 - Equality & Diversity – any action in breach of Trust policy
 - Fraud – any deliberate attempt to defraud the Trust in the course of official duties (including dishonest or excessive claims for payment, out of pocket expenses)
 - Inappropriate relationships – with volunteers, service user, carer or staff
 - Malicious damage – to the trust property or the property of volunteers, service users, carers or staff
 - Physical assault – upon a volunteer, service user, carer or members of staff
 - Recklessness / negligence – any action or failure to act, which endangers the health & safety of a volunteer, service user, carer, staff or member of the public
 - Theft / misappropriation – e.g. any instance of unauthorised removal of property from the Trust, volunteers, service users, carers or member of staff
 - Threatening / menacing behaviour to volunteers, service users, carers or staff
 - A serious or criminal act which could prejudice continuing involvement with or to the interests of the Trust
- B) The Trust would also treat, very seriously concerns or complaints
- Failure to comply with a reasonable request
 - Abusive, objectionable or insulting behaviour
 - Foul or abusive language
 - Being under the influence of drink or non prescribed drugs whilst on Trust business or possession of same on Trust property
 - Unauthorised display or distribution of posters and written materials or removal of Trust poster / notices
 - Poor performance (depending on circumstances)
 - Neglect of safety / hygiene standards
 - Smoking in non smoking area
 - Acts which may be prejudicial to the interests of the Trust
- C) In such circumstances, following investigation a volunteer
- May be required to undertake further training before they can resume official Trust business again
 - Receive a written warning that any further breach of conduct standards expected, will lead to the ending of their involvement in the Trust

VOLUNTEER EXIT FORM

Name Telephone No
Address.....
.....
Volunteering Role
Date Started Date left

Cumbria Partnership NHS Foundation Trust is keen to improve the way we work with volunteers. This questionnaire is designed to help us in this process. It is important that you are honest as possible – we want to learn from our successes and failures.

Please indicate your main reason for leaving Cumbria Partnership NHS Foundation Trust

- Family commitments
- I cannot give the time commitment anymore
- I have found paid employment
- I did not like the task that I was doing
- I did not feel my time was well used
- I was not made to feel welcome
- Other, please state

Please comment on other aspects of our volunteer programme including, adequate training for you volunteering role, properly appreciated / recognised by the organisation received updated information

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Would you volunteer for Cumbria Partnership NHS Foundation Trust again?

- Yes

- No
- Don't know

What did you like best about volunteering with the Trust?

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What did you like least about volunteering for the Trust?

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Would you recommend Cumbria Partnership NHS Foundation Trust to others wishing to volunteer?

- Yes
- No

What suggestion or changes would you recommend in the way we work with volunteers?

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Overall how would you rate your volunteering experience?

- Excellent
- Good
- Average
- Disappointing

Thank you for taking the time to complete this questionnaire, please return the completed form to HR.

FEEDBACK ON VOLUNTEER HAND BOOK AND POLICY

As a volunteer we welcome your views. Please could you complete the following slip to give us your comments on the volunteer handbook?

Did you find the information useful?

- Yes
- No
- Don't know

Was the information

- Too much
- Too little
- Just right

Was the information

- Unclear
- Quite clear
- Very clear

Is there anything we could do to improve the handbook or policy?

.....
.....
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Please return the completed slip via your named support person to

HR Department

Thank you for your support.