

### Frequently asked questions

These are provided for guidance or quick reference guide only, so always refer to the policy

#### 1. Definitions

##### 1.1 What is the definition of a Volunteer?

A volunteer is defined as an individual who gives some time, freely and by choice, without pay, for the benefit of themselves and others in the community.

#### 2. New Volunteers

##### 2.1 As a manager, I have never used volunteers before, so how do I go about creating a new voluntary role?

Firstly, you will need to speak to your manager to see if this has been identified as part of your workforce strategy. If so, please contact [HR Direct](#)

##### 2.2 As a new volunteer, will I need a health assessment?

Yes. You will be asked to undertake a health assessment through Occupational Health (OH) as part of the assessment process. In addition, where there are concerns for your health and wellbeing while performing your role, you may be referred to Occupational Health for review.

#### 3. Assessments

##### 3.1 Why are assessments required for voluntary workers?

We are required to adhere to guidelines issued by NHS Employers which are put in place for all employees and volunteers throughout the NHS, based on their role and area of work.

##### 3.2 Will a volunteer be required to complete a Disclosure and Barring Service (DBS) (formerly known as Criminal Records Bureau (CRB)) check?

The requirement for a DBS check will be assessed for each role taking into account relevant legislations.

##### 3.3 I have been volunteering for NHSBT for a number of years. Why is it that I am now being asked to complete a registration form and to provide ID documents?

All new and existing volunteers will be asked for this in line with guidance from NHS Employers Check Standards, which apply to ALL roles.

##### 3.4 Since I started volunteering with NHSBT I have received a criminal conviction/caution/reprimand or warning. What do I need to do?

All volunteers have an obligation to disclose any of the above that are acquired during your time with NHSBT. These disclosures should be made in confidence to your manager so that NHSBT can consider the effect of the offence against the position held.

## 4. Volunteer time

### 4.1. By formally registering as a volunteer, will I be expected to volunteer on a more regular/formal basis?

This is not necessarily the case and is dependent on your role. For some roles there may be a requirement for us to see you at certain intervals to share information etc. Therefore, at the recruitment stage and ongoing, you are advised to discuss this with the local managers that support you, as they will be aware of requirements.

## 5. Volunteer Enquiries

### 5.1 What should I do if a member of the public asks me about volunteering opportunities?

Your manager will know of any opportunities, and where to direct them. You may need to take their contact details to pass on to your manager. If there are no vacancies in your team/department, they may be referred to another team/department if appropriate, or they could be referred to [www.nhsbtcareers.co.uk](http://www.nhsbtcareers.co.uk) where details of volunteering opportunities will be held.

## 6. Health and Capability

### 6.1 What should I do if a volunteer that I manage has some existing health concerns and I am concerned that their voluntary role may have a negative impact on these?

All volunteers have access to the occupational health programme. If there are any health concerns, you should speak to the volunteer regarding your concerns. You should both agree that an occupational health referral is required, which is followed by a management referral in the usual way. The results of this should then be discussed with the volunteer and actioned accordingly. Should you require further advice, contact [HR Direct](#) before you act on any information received from occupational health.

### 6.2 As a volunteer, what should I do if I have a problem with my role?

Refer to the flowchart in appendix 1 for advice on how to proceed.

### 6.3 As a manager, what should I do if I am not happy with my volunteer's performance?

Refer to the flow chart in appendix 2 for advice on how to proceed.

## 7. Expenses

### 7.1 As a volunteer, what expenses am I able to claim?

As a volunteer you are expected to volunteer at a local level where travel costs will not be applicable. However, if you are required to travel as part of your role, for example to training events, we would reimburse the cost of this travel, either by train fares through our agreed systems or fuel costs.

### 7.2 What expenses can I claim if I am on a training course?

As detailed above, if the training is taking place at an alternative location to that which your usual role is carried out, you can claim travel costs for this event.

### 7.3 How do I go about claiming back expenses?

The process is through a paper claim form submitted to NHSBT Pay Support for payment (see 'Pay')

#### 7.4 Am I able to use my own car if required to travel to training events?

Yes. You can then claim excess mileage above your normal mileage to session through NHSBT Pay Support (see 'Pay').

#### 7.5 A volunteer has submitted an expenses claim to me - how do I process this?

Once a volunteer has submitted a form to you, you will need to send this to NHSBT Pay Support so that payment can be arranged. (See 'Pay').

## 8. Blood Supply

### 8.1 Will blood donation session volunteers be trained in the full range of donor carer duties?

- No. Their duties will be limited to:
- Greeting donors attending a session
- Assisting with the management of any queues, setting donors expectations on waiting times (as required)
- Ensuring that the refreshment area is inviting and welcoming for all donors
- Assisting an employee in ensuring the donor has suitable refreshment before and after their donation.
- Booking future appointments as required,
- Thanking donors for their attendance and reinforce the value of blood donation

### 8.2 Who is expected to manage volunteer workers whilst they are on session?

The supervision/management of volunteers will continue to fall on team supervisors/managers, so if there is a volunteer within your team and you are the supervisor/manager for that team, then yes, you will be required to locally manage that voluntary worker. Volunteers have been working with teams for many years and therefore for many, this is not a new area of responsibility. We are aiming to make clearer the infrastructures and approaches to the support of volunteers. Team members may be asked to support and/or train volunteers as required. Should this be the case, this will be discussed by your manager.

### 8.3 Why is DBS clearance not required for Session Support Volunteers?

The session support role has been assessed, and DBS clearance will not be required for volunteers undertaking this role. The role does not involve providing healthcare and as such would not be eligible for a DBS check for any work being undertaken with adults. Whilst working on session any contact with children is incidental to activity with adults. The volunteers are not recruited to be responsible for the care or supervision of children on a regular basis, nor are they recruited to provide personal care to children and as such this **activity must not be undertaken** and the role description makes this clear.

If this role changes at any time, then this view will be re-assessed.

### 8.4 As an NHSBT employee, does the use of volunteers impact on my job in the future, are we going to be replaced with volunteers?

No. Our intention is to recognise more formally the role volunteers fulfil, to make this clearer for employees and volunteers and to embrace their enthusiasm and commitment. This role is aimed at increasing support for employees, donors and patients and will not replace paid employees.

### 8.5 How will we manage the data protection requirements with volunteers on session?

The welcome and training days for volunteers will include information about the data protection requirements and each volunteer will be asked to complete a confidentiality agreement.

## 8.6 As a manager, how will I know what my responsibilities are in relation volunteers attending sessions in my area?

Volunteers have been working with our teams for many years and although we are aiming to make clearer the infrastructures and approaches supporting volunteers, this for many, is not a new area of responsibility.

## 8.7 What specific processes or administration will we need to follow in relation to volunteers attending our sessions?

Local managers are currently recording contact details for existing volunteers. You will receive copies of the specific role descriptions for Volunteers and a description of the administration processes relating to new and existing volunteers.

## 8.8 Are we actively recruiting volunteers to support our sessions?

No. However, we are gathering information about our existing volunteers so we can put in place correct procedures that will provide clarity and offer support to both volunteers and our employees. However, if an individual should express an interest in volunteering on session, we would welcome this and ask that you take their details and pass these to your line manager.

## 8.9 If numbers allow, can we use more volunteers on session than we do now?

Yes. We would like to embrace this enthusiasm of people who wish to support our service.

## Policy approval & review

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