

Top Ten Tips for Introducing Volunteer Schemes

This document sets out some of the issues you need to consider when introducing a new volunteer role/scheme. The tips below should be read in conjunction with the [Volunteer Policy](#) and [FAQ's](#)

1. **What is the reason for requiring volunteers?** Has this been discussed within your directorate and HR? Final agreement should be sought from the Director of Workforce.
2. **Develop a clearly defined role description.** This will need to set out the role to be carried out by the volunteers and how this role will support paid employees.
3. **Are there other volunteers that could undertake this role?** There are a number of volunteer programmes in operation within NHSBT so you need to check if your role overlaps with any of these. You can find out about these by contacting HR Direct.
4. **Will you need to advertise for volunteers?** You will need to seek advice from the Recruitment and Resourcing Department (RRD) regarding the employment checks required and any resource implications for the RRD regardless of whether the role requires advertising.
5. **Where will you record their personal details?** As you will need to keep a record of name, address, next of kin etc., you should consider how this will be recorded and kept up to date, including any leaver processes. Also consider any information governance issues as you may need to complete an Information Governance Impact Assessment.
6. **What Induction and training will they require?** For example mandatory training, frequency of skills or knowledge updates, welcome day etc.
7. **Who will act as the supervisor?** You need to consider how the volunteer will be supervised on a day to day basis and overall when out on events/ activities where they are representing NHSBT.

8. **Claiming expenses?** Volunteers could be eligible to “out of pocket” expenses. To find out what can be claimed and the arrangements for payment see the [FAQs](#)
9. **Hours to be worked.** How is availability determined and how will you match this to your requirements?
10. **Expected Behaviours.** Make sure you are clear on our expectations regarding their behaviour when representing NHSBT and explain how this will be monitored and any consequences of not adhering to our expected values and behaviours.