

01. Policy Statement

NHSBT supports and embraces the role that volunteers can take in supporting our aims and values, and values the support and help received from volunteers. This policy aims to provide clarity and consistency surrounding unpaid volunteer management. 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. Our commitment to *inclusion* across race, gender, age, religion, identity, and experience drives us forward every day.

2. The Process

Recruiting a Volunteer

If you are considering the use of Volunteers you will need to develop a clearly defined role description, supported by the relevant Senior Management Team. This will set out the required checks and structures that need to be in place to support each volunteer. Roles carried out by volunteers should assist and support those performed by paid employees.

Where required, voluntary roles can be advertised with advice from the Recruitment and Resourcing Department (RRD), and therefore as a manager, you should contact them via HRDirect@nhsbt.nhs.uk When recruiting a volunteer all clearances should be carried out in line with NHS Employment Checks Standards, and Recruitment and Induction Policy Guidelines, and will be specific to the role.

As a Volunteer, you are not eligible to apply for internal posts advertised to NHSBT employees; however you are welcome to apply for any externally advertised posts.

Assessments

All assessments for new volunteers are carried out in line with NHS Employment Checks Standards and NHSBT Recruitment and Induction Policy guidelines, and will be specific to the role. Be sure to seek advice from the HR Direct if required.

Induction and Training

As a volunteer, you will be given an induction handbook on your first day, and your allocated Supervisor will complete a local induction. They will also discuss with you any Mandatory training requirements and when you need to complete them. A supervisor will carry out any necessary on the job training.

Supervision and Support

As a volunteer, you will be allocated a supervisor who is responsible for:

- Your initial induction
- Issuing you with your volunteer agreement
- Issuing you with a confidentiality agreement for you to sign
- Issuing you with your Role description

- Organising a 'Welcome Day', as part of your Induction
- Setting up your mandatory training
- Issuing you with your name badge
- Issuing you with your uniform (if applicable)
- Issuing you with your induction handbook
- Carrying out your local induction
- Providing you with regular feedback
- Provide an initial point of contact for any concerns you may have
- Identifying any potential workplace hazards or risks

If your supervisor is not available, you will be advised of an alternative supervisor or buddy to provide you with day to day advice, allocate work to you, and to provide supervision and support for each shift you work.

Health and Safety

We are committed to the health, safety and security of our volunteers and employees when attending work and carrying out their duties. Risk assessments will identify any significant hazards, the level of risk and controls required to mitigate the risk. As a Volunteer you will be provided with any information, training and equipment you need to remain safe. Risk assessments have been carried out on specific activities and workplaces where there is significant risk of injury (available as venue assessments or within Datix). The responsibility for bringing relevant risk assessments to your attention is the supervisor/person in charge. Risk assessments must be reviewed to take into account volunteer activities before your first day at work.

As a volunteer you are expected to remember your duty of care towards the people around you, and not act in a way that might endanger those around you. The Health and Safety Responsibilities and Statement of Intent includes volunteers.

As a new volunteer you will be asked to undertake a health assessment through Occupational Health (OH) as part of the clearance process. In addition, where there are concerns for your health and wellbeing you may be referred to Occupational Health for review.

Confidentiality

As a volunteer, you are required to sign the Volunteer Confidentiality Agreement. Should you encounter confidential or sensitive information, you are required to keep organisational and personal information confidential. Information is kept about volunteers, such as name and contact details and records of volunteering for the organisation. This information is kept in line with the General Data Protection Regulation (GDPR). A Privacy Impact assessment may be required depending on the specific nature of the role

You are not protected by the Public Interest Disclosure Act 1998, which covers whistle blowing as part of employment law. However, you may use the Organisations policy if the occasion arises, without receiving statutory protection or compensation as you are not employed by us.

All conversations, be it informal or formal, must be kept confidential by all parties involved. We appreciate that this can sometimes be difficult when working in a small team or close environment; however, confidentiality must be maintained. Any breaches in confidentiality will be taken seriously.

Expenses

As a volunteer, you are expected to do so at a local level in order to minimise your travel time and inconvenience. However, if you are required to travel to a different location, for example to undertake mandatory training, your travel costs will be paid for where agreed in advance.

Insurance

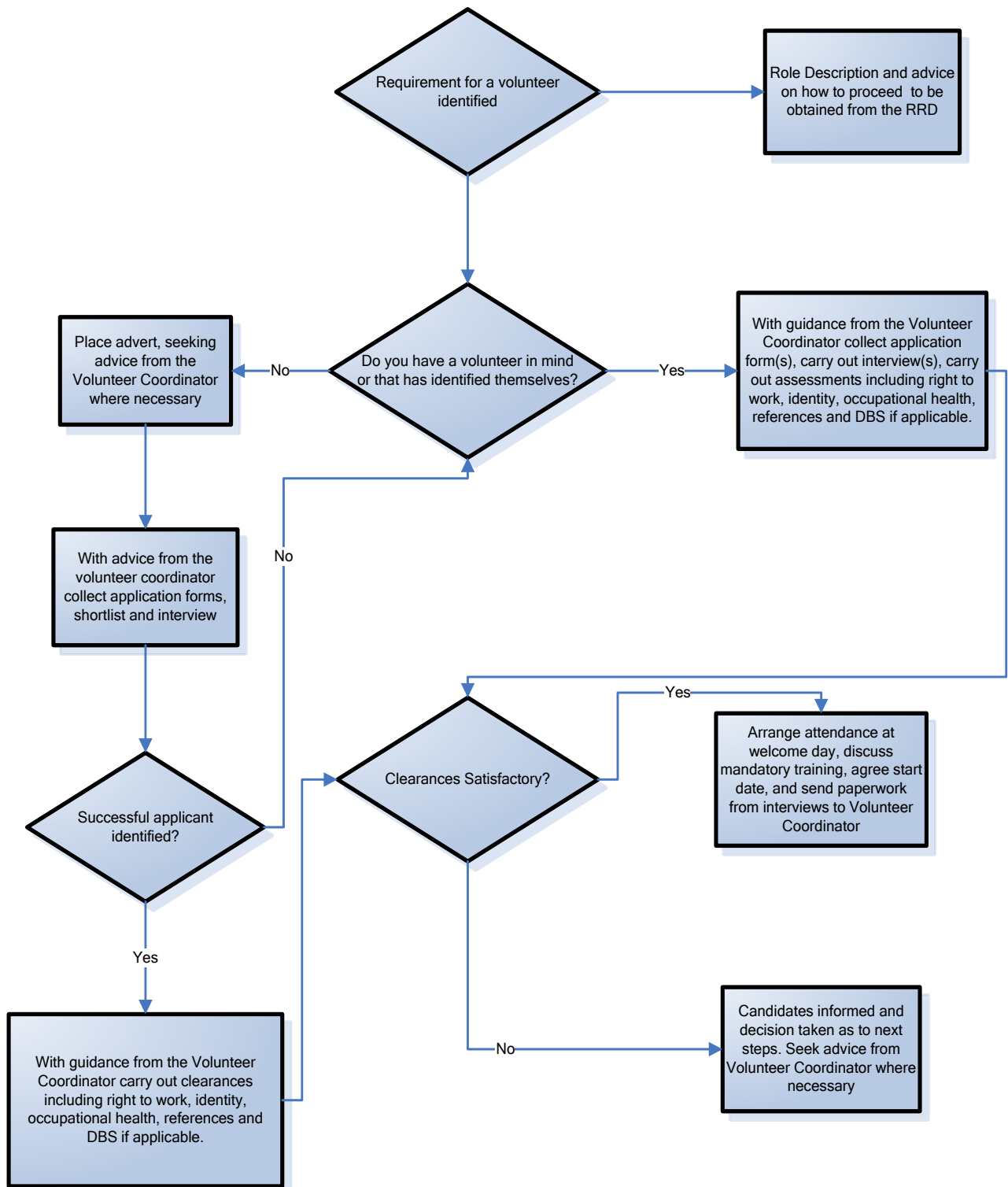
Insurance for volunteers is covered by the protocol under the Civil Procedure Rules (CPR1998). Under no circumstances should volunteers transport donors or staff in their own vehicle, or drive an NHSBT vehicle.

Decision to Leave

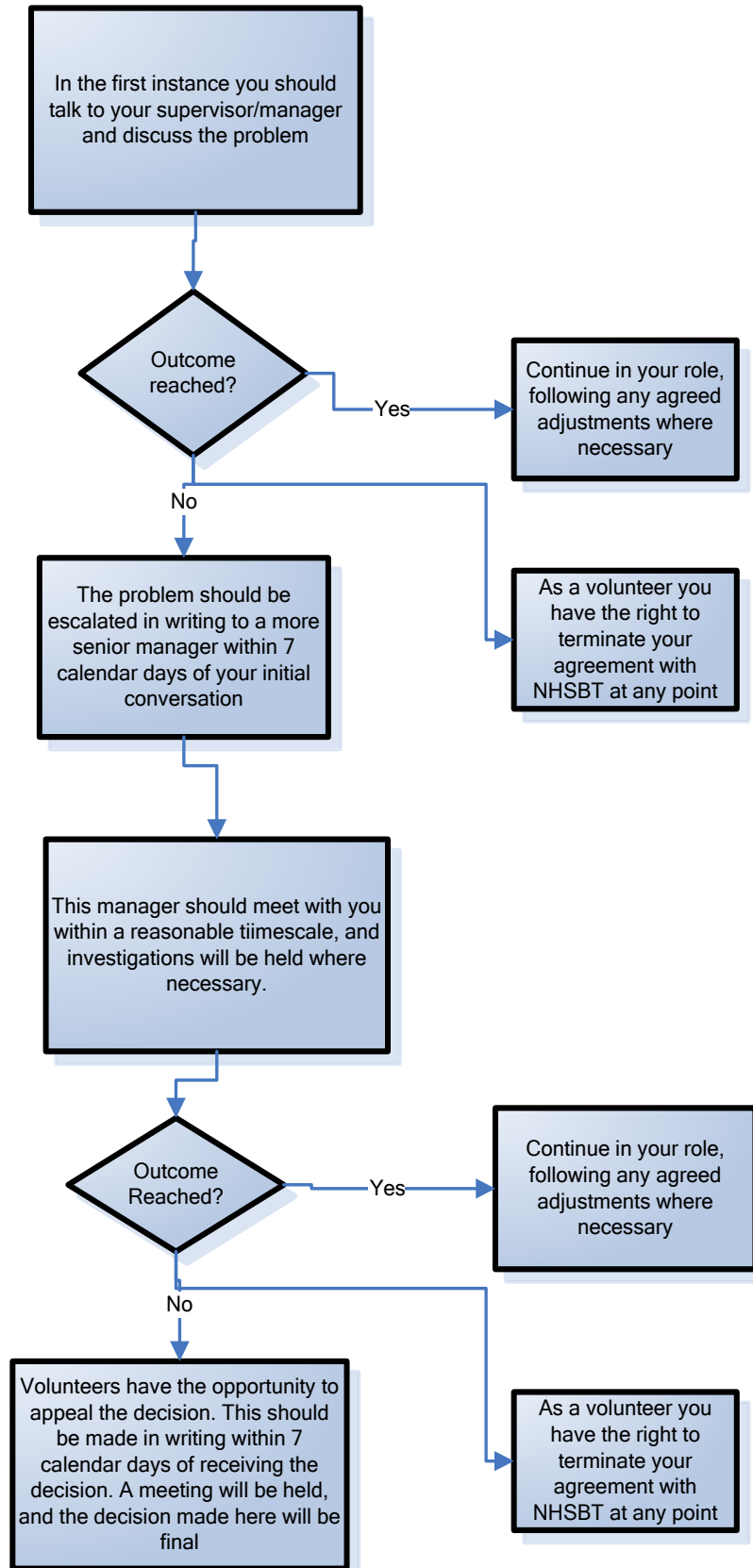
As a volunteer, you may discontinue your role for any number of reasons. Although you are not tied to a notice period with us, we would ask that out of courtesy, you let your supervisor know as soon as possible, so that a replacement can be arranged if required. Should you leave us, you may be asked to complete an exit questionnaire so that your comments can help us make improvements in the volunteering experience for others. You may request a reference from us.

3. Flowchart

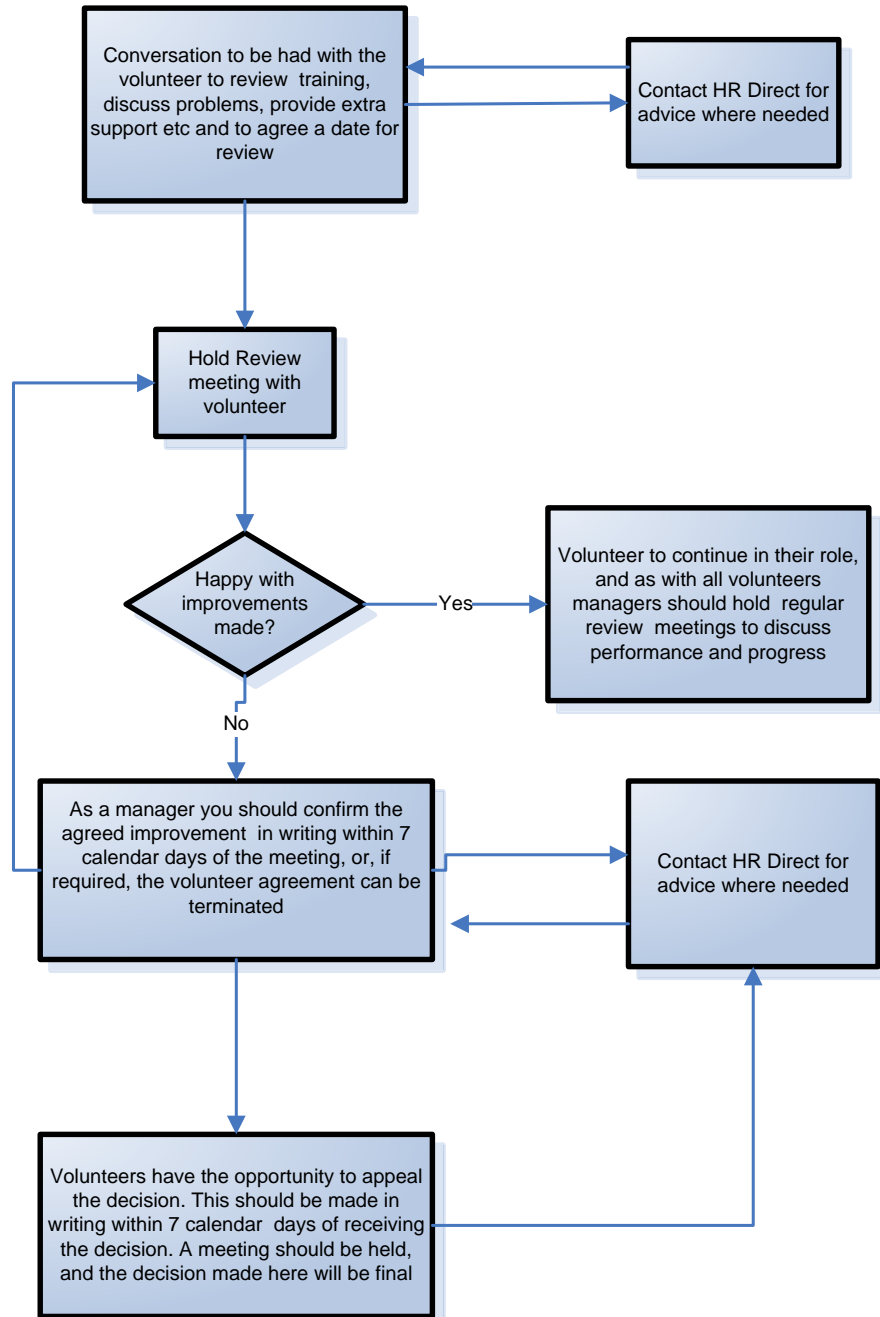
Recruiting a Volunteer



What to do if you are unhappy in your role as a Volunteer



What to do if you are unhappy with a Volunteer you Manage



4. Policy Approval and Review

Policy version	UCD//Recruitment/Volunteer/031v1.3
Title	Volunteer Policy
Approved by SPC	21 st October 2021
EIA completed	6 th June 2022
Counter Fraud check	18 th November 2021
This document replaces	UCD/Recruitment/Volunteer/031v1.2
Effective Release Date	June 2022
Review Date	August 2023
Author	Gill Travis
Filepath	G/HR/HR/Everyone/Policies
Distribution	Available on People First