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University Health Board

Volunteering Information Guide for the Future Workforce Team



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Introduction

In this guide, you will find information that is specific to the Future Workforce Team to support volunteers throughout the process of on boarding through to termination. This document should be read in conjunction with other sub-guides including the Volunteers Guide, Department Guide or other Hywel Dda policies and procedures such as the Health and Safety policy.

Volunteering with Hywel Dda University Health Board

Volunteering is an activity where volunteers give their time, skills, and experience to support services. Volunteering is undertaken through choice, with no obligation or financial gain. There are many benefits of volunteering in Hywel Dda University Health Board, to patients, visitors, and the volunteers themselves. Volunteering can contribute to supporting people into paid employment by developing and enhancing transferable skills, it can contribute to an improvement in the volunteer's confidence and self-esteem, and it can support staff and patient experience. Hywel Dda University Health Board recognises and appreciates the invaluable contribution that volunteers make every single day.

What our volunteers say...

"It's a privilege to spend time with patients who are often scared and vulnerable or possibly just bored. As a volunteer, I have the priceless commodity of time, that even with the best will in the world, the ward staff are incredibly short of."

Debbie Watson – Volunteer WGH

Our Commitment

Volunteers impart their time, skills and care to support the services in Hywel Dda University Health Board. Volunteers involvement in service compliment the work of paid staff, they allow flexibility in service provision and add value through their skills, experience and time to the services Hywel Dda University Health Board delivers. Working with volunteers is a core part of the work we do in Hywel Dda, to ensure the benefits are extended through the services provided.

To our volunteers we commit to:

- ✓ Have a clear recruitment plan and process
- ✓ Develop appropriate role descriptions and risk assessments
- ✓ Improve access to volunteering
- ✓ Offer volunteering as an opportunity to all
- ✓ Support volunteers within permitted boundaries
- ✓ Signpost volunteers to support services
- ✓ Encourage appropriate training
- ✓ Ensure volunteering is not replacement for paid work
- ✓ Ensure volunteering is undertaken freely and is not an obligation
- ✓ Appreciate and recognise the value that volunteers add to our communities and the Health Board

Access to volunteering

It is important to ensure volunteering can be accessed by all and that everyone has an equal opportunity to participate. The Health Board recognises there are many barriers within society which may prevent an individual from volunteering, as the Future Workforce Team it is our role to ensure all avenues are explored when supporting the recruitment and onboarding of volunteers.

Barriers could be, but not exclusively:

- Lack of time
- Lack of confidence to make initial engagement
- Transportation issues including cost
- Health concerns
- Lack of external support e.g. from employers

To provide an opportunity for all, the Future Workforce Team at Hywel Dda University Health Board commits to:

- **A no-obligation approach** - volunteers are under no obligation to volunteer. Volunteers can withdraw at any time, they are able to reject days/hours/times/roles that do not suit them. Volunteers can choose what hours best suits them and factors influencing their time. If health is impacting a volunteer, they can request a change in role, time, day or stop all together at any point in their volunteering journey.

- **Support to apply** – prospective volunteers who lack confidence in the completing the paperwork can request support. The Future Workforce Team should refer the individual to the local Future Workforce Engagement Officer who will be able to meet the prospective volunteer and support with the completion of forms. This service should be offered by the Future Workforce Team if a prospective volunteer alludes they are having difficulty with forms.
- **Appropriate re-imbusement of expenses** – all volunteers are entitled to reasonable re-imbusement of expenses including travel. These expenses must be made in a timely manner to support volunteers' affordability. Further details on process can be found later in this document.

Recruitment and selection

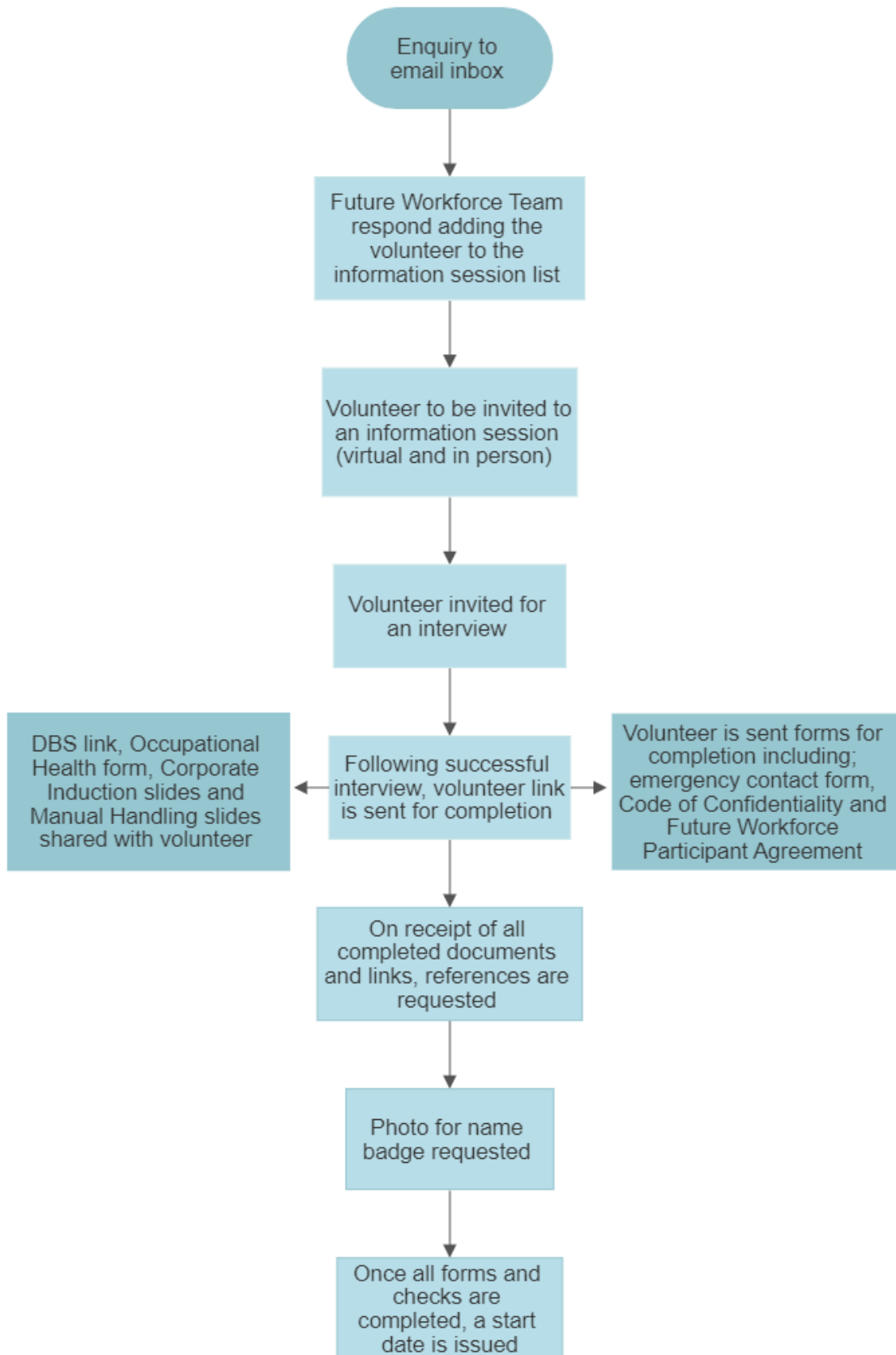
Prospective volunteers hear about volunteering in several different ways. The Future Workforce Team promote volunteering opportunities during school engagement and other events across Pembrokeshire, Carmarthenshire, and Ceredigion. Current volunteers may promote the opportunity in their local communities and networks. Prospective volunteers may consider volunteering to learn about the organisation before applying for a paid position. It may be useful to find out why a prospective candidate wants to volunteer, to enable the best support possible to reach their goals.

It is important that all prospective candidates the same experience during onboarding.

KPIs

- ✓ When an enquiry comes into the inbox, a curtesy receipt email will be provided within 2 working days.
- ✓ A response outlining the next volunteer information session dates/time should be provided within 7 working days of the initial enquiry.
- ✓ An invitation to interview should be communicated with the candidate within 5 working days of the volunteer information session.
- ✓ If successful at interview, requests for form completion, links and photo request to be sent within 5 working days of the interview. Team to request paperwork to be returned completed within 10 working days. If unsuccessful at interview, the result should be communicated within 5 working days of the interview, with signposting to alternative relevant services.
- ✓ If paperwork is not returned within 10 working days, a follow up email to be sent. If no response within a further 10 working days, candidate to be put in holding pool and notified of this.
- ✓ Engagement Officer to contact candidate within 2 working days of clearance to arrange a start date and induction process.

Onboarding flow chart



Induction

A comprehensive and inclusive induction is an important part of offering an excellent volunteering service. Volunteers come from a range of different backgrounds with different skills, experiences, and reasons for volunteering. It is vital to provide opportunity for the volunteer to ask questions and clarifications during their induction. It is also best practice to provide a digital copy of the Volunteers Information Pack as they can take this away and read at their own pace. It is also important to ask which format is most suitable for their needs, such as digital, hard copy or large print for example.

All volunteers are expected to complete the Corporate Induction with the Learning and Development team and a Future Workforce local induction.

Corporate Induction includes:

- ✓ Awareness of client / user group and overall aims of Hywel Dda University Health Board
- ✓ Fire Safety Awareness
- ✓ Moving and Handling training
- ✓ Confidentiality training
- ✓ Health and Safety awareness
- ✓ Infection Control training

The Future Workforce Team will provide a local induction to the chosen site, to ensure volunteers feel safe and confident within their new role.

The Future Workforce local induction includes:

- ✓ Health Board values
- ✓ Customer Care
- ✓ Volunteer Specific Awareness
 - The role of volunteers and the boundaries of that role
 - Identity badges and the importance of wearing them
 - Systems for payment of appropriate expenses
 - Time sheets – how to complete and where to send them
 - Problem solving procedures
 - Arrangements for initial and ongoing training, support and supervision
- ✓ Infection Control
- ✓ Health and Safety
- ✓ Data Protection and Confidentiality
- ✓ Safeguarding vulnerable adults
- ✓ Safeguarding children
- ✓ Fire Safety Awareness Training
- ✓ Capacity and consent
- ✓ Managing difficult situations
- ✓ Carer Awareness training
- ✓ Site & department orientation

- Orientation to the area in which you are volunteering and general housekeeping
- Introduction to the named contact person
- Any additional training the department has arranged to enable the volunteer to carry out their volunteering role

Volunteers must also be given an induction pack which includes:

- ✓ Future Workforce Participant Agreement
- ✓ Code of Confidentiality
- ✓ Guidelines for Volunteers
- ✓ Volunteering Policy reference sheet
- ✓ Health and Safety Policy
- ✓ Reference to the Hywel Dda University Health Board Single Equality Scheme

Trial Period

A trial period allows the volunteer to try out the role, and gives them the opportunity to change roles or locations if required. A trial period will allow the Department Manager and Future Workforce team to ensure the role matches the skill set of the volunteer. A trial period is 4 weeks and volunteers should have completed at least 16 hours of volunteering in that time frame.

A review meeting should be held at the end of the trial period to discuss celebrations and challenges and support moving forward.

Starting a volunteer

All prospective volunteers come through to the Future Workforce Team. The administration team log the enquiry and the necessary steps are taken to onboard appropriate candidates as per the on boarding section of this guidance. Volunteers attend a volunteering information session as part of onboarding.

Checks undertaken by the Future Workforce Team on successful prospective volunteers are:

- ✓ DBS check post interview
- ✓ An Enhanced Disclosure will be required for volunteers who are volunteering with vulnerable people
- ✓ The volunteer must complete the disclosure form giving their details and permission for the check to be carried out. The information given is carefully protected and is only accessible by one or two members of staff within the Hywel Dda Health Board. Staff will ensure confidentiality is always maintained
- ✓ Occupational Health clearance

- ✓ All volunteers between 16 and 18 will need parental consent to volunteer and a Young Person's Risk Assessment will be carried out

As volunteers may be working with vulnerable people, they are asked to provide information on their application form about any criminal convictions that they may have. Having a conviction does not necessarily prevent anybody from becoming a volunteer with the Hywel Dda Health Board but must be identified to the Future Workforce Coordinator.

All information received during the selection process must be dealt with in strict confidence.

Prior to the volunteers first day, it is critical the Future Workforce team notify the department of the start date and times and request the name of a nominated staff member.

On the volunteers first day, the Engagement Officer will give them a tour of the hospital site, and will support ward staff to give the volunteer department orientation. During department orientation, the volunteer should receive information about the ward, their designated contact person, access to facilities such as toilets and kitchen. It is important this is undertaken with staff/their named contact person to build relationships but also to ensure the volunteer has had appropriate information before starting their role.

Support and supervision

After recruiting volunteers, support and supervision is an important part of retaining our volunteers. It is important to provide volunteers with the resources and information they need to be as independent as possible, but it is equally important they know who they can turn to for support when it is needed. Some volunteering roles can be emotionally challenging and having someone to debrief to allows the volunteer to share anything that may be concerning them.

Adequate support/supervision will be available to each volunteer. The type and level of support will depend on the needs of the volunteer and the role they are involved in.

Our promise to volunteers is that:

- ✓ Each volunteer will have a clearly identified contact person who is responsible for the day-to-day support and guidance and who will be able to offer advice, support and feedback on a regular basis. As the Future Workforce Team, our nominated contacts are the local Engagement Officers and Future Workforce Coordinator.
- ✓ The staff on the ward, department, or practice where they are placed will also be expected to provide support as appropriate, and in the absence of the identified contact person.

- ✓ Opportunities will also be provided through meetings, training and social events to meet other volunteers for mutual support and opportunities to discuss subjects of common interest.
- ✓ Every six months the Future Workforce Team will contact the volunteer to review the previous volunteering period. Both parties will reflect on highlights and challenges. Information from this meeting will be shared with the Department Manager if required.
- ✓ In addition to the six-monthly review meeting, the volunteer can contact the Engagement Officer to arrange a one-to-one discussion at a mutually convenient time.

Expenses

The Future Workforce team is responsible for informing volunteers of how to claim expenses and must form part of the induction process. Volunteers must be given claim forms during induction and know where they can obtain more when they run out.

When checking expenses, it is important to note:

- Expenses must be reasonable and proportionate to the time given. Volunteers can claim for a maximum of 2 return journeys per week and duties should be undertaken for a minimum of 2 hours per return journey claim. If a volunteer requires more, this is to be prior agreed by the Future Workforce Coordinator.
- Volunteers must use their own car or public transport in the first instance when claiming expenses. Travel using your own transport will be reimbursed at a flat rate of 45p per mile from home. Volunteers can only claim travel expenses for a return journey within a 30-mile radius of their place of volunteering. Public transport (bus and rail) will be reimbursed at cost. Receipts must be kept and sent in with your out-of-pocket claim form.
- Reimbursement of taxi fares will need to be agreed prior to the activity and only if no other method of transport is available, in exceptional circumstances.
- The department are expected to sign the claim form to certify the claim hours and dates. Without this, the claim cannot be authorised without agreement from the Future Workforce Coordinator.
- Volunteers must submit their expense forms at the end of each month, and no later than 21 days following the end of the month of their volunteering. If they are received out of this time, they may be paid at the discretion of the Future Workforce Programme Manager.
- Hywel Dda University Health Board and the Future Workforce Team have an obligation to ensure payment is made within a month of receipt of claim form.

Developing role descriptions and risk assessments

Developing a new role

Where a department would like to introduce a new volunteering role, they need to complete a volunteer request form. When sending the volunteer request form, the Future Workforce team must offer support and guidance in the completion of this via local Engagement Officers.

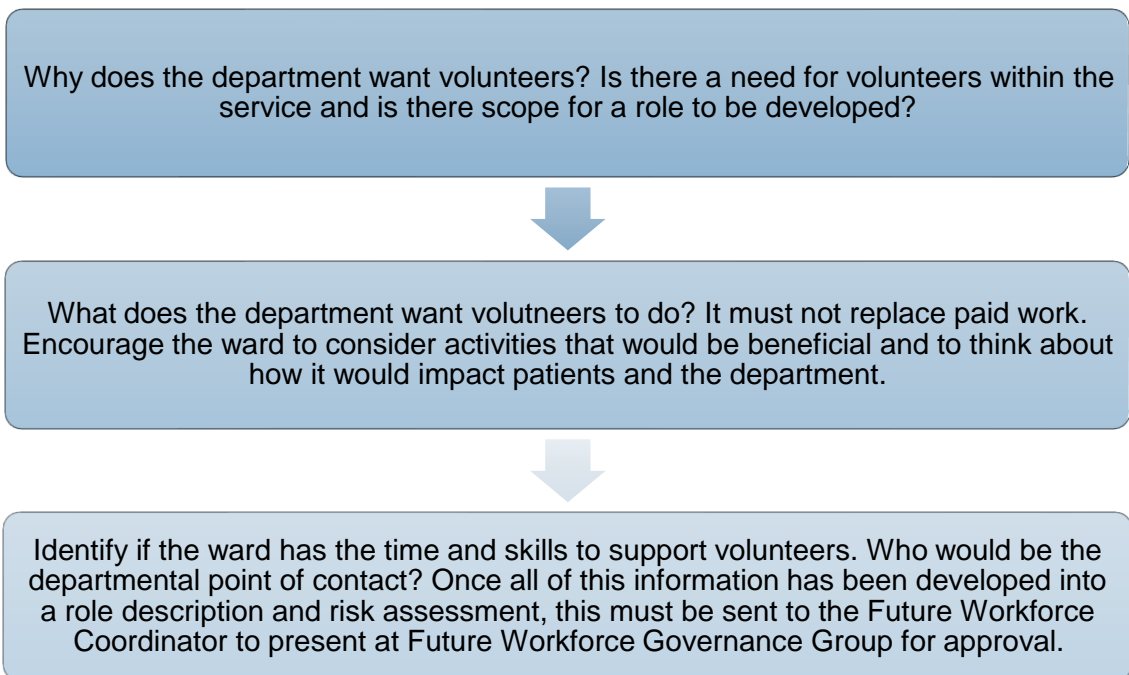


Once complete, the Future Workforce administration team should forward this on to the Future Workforce Coordinator who will bring the new role to Future Workforce Governance Group for assurance and recommendation.



Where the role is approved, the Future Workforce team are to notify the department and send finalised documents for record keeping. Onboarding procedure then starts.

Future Workforce Support Guidance



Recognising volunteer achievement

Recognising the important contribution volunteers make to Hywel Dda University Health Board is an integral part of the Future Workforce ethos. Acknowledging the time, effort and skillset that they give freely and the difference it makes to staff, patients and visitors ensures volunteers feel valued and appreciated.

Volunteers will have different preferences on how they wish to be rewarded and recognised for their contribution. Using a range of the suggestions below is a useful way to capture the preferences of most volunteers.

Saying thank you - A simple but effective way to appreciate volunteers is to thank them sincerely for their contributions. This should be done in emails, telephone calls and reviews.

Communicating the difference they are making – When there are good news stories about the great work volunteers are doing, share the news! Many volunteers give up their time freely to make a difference to others so by explaining the difference they have made to staff, patients, visitors and service is a great way to recognise their commitment.

Publication – Where appropriate, success stories should be shared through the Hywel Dda social media channels. This can be through testimonials or single good news stories.

Involving volunteers in decision making – It is important that volunteers voices are heard. This is through the volunteer forums and also ensuring volunteer

representatives are invited to key decision making; such as reviewing and evaluating new policy writing for example.

Certificates / badges – Length of service badges and certificates should be awarded to volunteers to recognise the commitment and dedication to supporting staff and patients.

Events – Where financially possible, events will be organised by Future Workforce to celebrate the commitment of volunteers and to formally thank them for the time and skills they have imparted.

Recognition Schemes – Hywel's Applause (Unsung Hero Category) is a useful internal recognition tool to celebrate volunteer achievements. This should be shared with departments so they have the knowledge in order to nominate should they wish.

Volunteer problem-solving

It is expected that volunteers and Hywel Dda University Health Board staff will work co-operatively and that both parties will benefit from any work undertaken. Sometimes however, difficulties may occur which cannot be resolved through normal support channels. To deal with these situations, both parties will be able to use the following problem-solving procedures. The aim of the procedure is to assist both parties to find a mutually acceptable way of overcoming difficulties.

If the volunteer has a concern with a member of staff:

- **Stage one:** The first point of contact should be the Departmental Manager. At this first stage the aim should be to resolve the issue through informal discussion.
- **Stage two:** The volunteer should contact the Future Workforce Coordinator, who will aim to resolve the problem if the issue is unresolved.
- **Stage three:** The volunteer should put their concerns in writing to: Andrew Kirby, Future Workforce Development Manager, Glien House, Glien Road, Carmarthen, SA31 3RB or via email to Andrew.Kirby@wales.nhs.uk. This decision will be final.

If a volunteer has a concern with the Future Workforce Team

- **Stage one:** The first point of contact in this instance would be the Future Workforce Coordinator, who will aim to resolve the problem.
- **Stage two:** The volunteer should put their concerns in writing to: Andrew Kirby, Future Workforce Development Manager, Glien House, Glien Road, Carmarthen, SA31 3RB or via email to Andrew.Kirby@wales.nhs.uk. This decision will be final.

If a Future Workforce team member has a concern with a volunteer

- **Stage one:** The first point of contact in this instance would be the Future Workforce Coordinator, who will aim to resolve the problem.
- **Stage two:** The coordinator and staff member should put their concerns in writing to: Andrew Kirby, Future Workforce Development Manager, Glien House, Glien Road, Carmarthen, SA31 3RB or via email to Andrew.Kirby@wales.nhs.uk. This decision will be final.

Termination of volunteer service

Volunteers are asked to give Departmental Manager and the Future Workforce Team as much time as possible before leaving their volunteering role so that alternative arrangements can be made.

When a volunteer expresses their intention to terminate their service, this must be shared within 2 working days with the associated department.

The Hywel Dda Local Health Board reserves the right, in exceptional circumstances, to ask a volunteer to withdraw his/her help.

