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Hywel Dda
University Health Board

Third sector/ Volunteer Involving Organisation Information Pack

**‘A guide for Third sector Organisations/ Charities
involving volunteers on Hospital sites’**



Future Workforce Team

HDD.FutureWorkforceTeam@wales.nhs.uk

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Introduction

This information pack should be read in conjunction with HDdUHB's Volunteers Policy 2023-26.

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. Volunteering supports and improves the experience for our patients in our hospitals.

There are many benefits of volunteering in Hywel Dda University Health Board, to patients, visitors, staff and the volunteers themselves.

- Volunteering can contribute to supporting people into paid employment by developing and enhancing transferable skills.
- Volunteering can contribute to an improvement in the volunteer's confidence and self-esteem.
- Volunteering can support staff and patient experience.

Hywel Dda University Health Board recognises and appreciates the invaluable contribution that volunteers make every single day. There are a range of roles in volunteering and can be something as simple as chatting with a patient or helping visitors to find the right ward at visiting times. Other volunteering opportunities include pharmacy volunteer, befriender, gardening support, working with our shop or library trollies - or in a clinical setting such as a children's ward or in the accident and emergency department.

Third Sector Organisations and Charities

Third sector organisations and charities play an important role in HDdUHB's Future Workforce Volunteers Service. To ensure we maximise opportunities for volunteers, share best practice and keep up to date with the latest developments, the Future Workforce team prioritises our partnerships with our third sector and charity partners.

The Future Workforce Team provides advice, support and guidance to third sector and charities who have volunteers deployed at HDdUHB.

The Future Workforce team also provides support to departments or service areas wishing to engage volunteers through a third sector organisation or charity.

Hywel Dda University Health Board has its own Charity – Hywel Dda Charities <https://hywelddahealthcharities.nhs.wales>.

Hywel Dda Health Charities is the official charity of Hywel Dda University Health Board. The main aim of the charity is to make a positive difference to the health, wellbeing and experience of NHS patients, service users and staff across Carmarthenshire, Ceredigion and Pembrokeshire.

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Furthermore the charity does supermarket collections, volunteering at events and supports with funding a number of gardening projects which our Health Board Volunteers maintain.

The Health Board doesn't allow external charities to fundraise on Health Board sites. There are partner charities raising funds for Health Board services with permission of the Hywel Dda Charities Manager.

Local County Voluntary Councils (CVCs)

Carmarthenshire Association of Voluntary Services (CAVS)
Home - CGGSC~CAVS T. 01267 245555

Ceredigion Association of Voluntary Organisations (CAVO)
Home | CAVO T. 01570 423232

Pembrokeshire Association of Voluntary Services (PAVS)
PAVS | Pembrokeshire Association of Voluntary Services T. 01437 796422

CVCs provide services to individuals who are interested in volunteering and to organisations such as HDdUHB, who involve volunteers in our Future Workforce Volunteers Service.

CVCs are advocates for building compassionate and resilient communities and want volunteers play a prominent role in this agenda. CVCs aim to encourage the use of volunteers and to raise standards for volunteers, service providers and service users. They help organisations to develop policies, good practice and provide information about issues relating to the management of volunteers. In addition, they advocate that volunteers can be utilised in the co –production of services making them far more people-centred.

The Future Workforce team provide CVC'S with up-to-date information on HDdUHB volunteer recruitment campaigns and info graphs on our volunteering opportunities at each site. They support the Future Workforce Team by advertising HDdUHB volunteering opportunities to their pool of volunteers and voluntary organisations and ultimately act as a conduit

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Volunteering Wales.net

Volunteering Wales.net

To widen access to volunteering and expand the pool of HDdUHB volunteers, the Future Workforce team advertise all HDdUHB Volunteering Opportunities on

This website is managed by Wales Council for Voluntary Action and provides information and advice about getting involved in volunteering for individuals. For organisations both public and voluntary sector, who register it provides a medium in which to advertise their volunteering opportunities.

Radio Station Volunteers

The Radio station volunteers are supported through the DBS process by the Future Workforce Team.

Macmillan Volunteers

Volunteering | Macmillan Cancer Support

All Macmillan Volunteers operating on HDdUHB sites go through the general process for hospital volunteering within Hywel Dda.

The Management of Volunteers

All departments or service areas wishing to engage volunteers through a third sector organisation or charity must complete the '**Managing Volunteers – Guide for Service Managers and Third Sector Organisations' Submission Form (see form below)**. Further advice is available from the Future Workforce Team prior to the placement of volunteers. On completion the form must be sent to the Future Workforce Team, for quality assurance purposes.

Managing Volunteers

The Future Workforce Team works in partnership with host departments, third sector / charity partners and volunteers to ensure potential volunteers are match to appropriate volunteering opportunities. The Future Workforce Team also oversees the overall process to ensure that quality assurance processes are adhered to.

The key requirements of the Volunteering process include:

- Named Departmental contacts and third sector / charity contacts.
- Volunteering application process.
- Volunteering role(s) and purpose.
- Insurance, confidentiality, DBS checks, references, recording attendance etc.

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- Confirmation that the volunteering role is not replacing paid work and is beneficial to patients / staff.
- Recruitment, training and supervision of Volunteers.

Managing Volunteers: Guide for Service Managers and Third Sector Organisations

It is the responsibility of the service lead/manager to ensure checks are carried out and they are satisfied that the voluntary organisation or community group providing volunteers are compliant with University Health Board requirements. Advice is available from the Future Workforce Team prior to the placement of volunteers.

All departments or service areas wishing to engage volunteers through a third sector organisation or charity must complete the '**Managing Volunteers: Guide for Service Managers and Third Sector Organisations**' form (below) and forward to the Future Workforce Team, for quality assurance purposes.

‘Managing Volunteers: Guide for Service Managers and Third Sector Organisations’

Part 1. Organisation details

Organisation details		
1.0	Organisation’s name	
1.1	Organisation’s address	
1.2	Contact number	
1.3	Email address	
1.4	Legal status	
	Charity (provide no.)	
	Other	
1.5	Applicant name	<i>Person responsible for this application.</i>
1.6	Applicant contact details (if different from details in 1.1-1.3)	

Service details		
2.0	What are the aims and objectives of the organisation?	
2.1	Outline of proposed service	
2.2	Location of proposed service e.g. Withybush Hospital, Chemo day unit.	
2.3	Who will benefit from the service?	<i>Service users; age group, patient group?</i>

2.4	What insurance is in place for your volunteers?	
2.5	Who is the point of contact for the support of your volunteers?	<i>Name of point of contact.</i>
2.6	What uniform are your volunteers provided with?	<i>Include if applicable; name badges, t-shirts, trousers, tabards, footwear.</i>
	What uniform standards are your volunteers to adhere to?	<i>e.g. long hair tied back.</i>

Training details		
3.0	Do you provide volunteers with Manual Handling training?	<i>Include full name of training if applicable.</i>
3.1	Do you provide volunteers with a confidentiality agreement? All volunteers need to sign a confidentiality agreement.	See appendix 6 <i>Volunteers Policy.</i>
3.2	Do you provide volunteers with training regarding vulnerable adults <i>and/or</i> safeguarding children?	<i>Include full name of training if applicable.</i>
3.3	Do you provide volunteers with customer care training?	<i>Include full name of training if applicable.</i>
3.4	Do you provide volunteers with equality and diversity training	<i>Include full name of training if applicable</i>

3.4	Do you provide volunteers with fire safety training?	<i>Include full name of training if applicable.</i>
	Method and description of recording volunteer/s attendance?	<i>Please attach as evidence.</i>

Part 2. Checklist for Service Managers

Service Manager checklist		
Point	Completed	Notes
Proposed service is not replacing paid work.		
Proposed service is beneficial to patients/ staff.		
Recruitment checks <ul style="list-style-type: none"> • All volunteers have been interviewed • All volunteers have 2 or more references that have been checked • All volunteers have undergone DBS check (if applicable to the role) • All volunteers have necessary skills/ qualifications to undertake their role? <ul style="list-style-type: none"> ○ e.g. drivers license if driving. 		

<p>Training checks</p> <p>All volunteers have completed the following training:</p> <ul style="list-style-type: none"> ○ Manual handling ○ Infection control ○ Risk assessments ○ Safeguarding children ○ Protection of vulnerable adults ○ Customer care ○ Do's and don'ts of volunteers ○ Handling complaints ○ Fire safety awareness ○ Equality and Diversity Training 		
<p>Support supervision</p> <ul style="list-style-type: none"> ● Point of contact for volunteers has been chosen <ul style="list-style-type: none"> ○ Name of point of contact ○ Contact number for point of contact ● Signing in sheet is available to volunteer(s) and they are aware of; <ul style="list-style-type: none"> ○ How to complete the form. ○ Why they must sign in. 		

Part 3. Checklist for Third Sector Organisations

Service Manager checklist		
Point	Completed	Notes

<p>Recruitment checks</p> <ul style="list-style-type: none"> • All volunteers have been interviewed • All volunteers have 2 or more references that have been checked • All volunteers have undergone DBS check (if applicable to the role) • All volunteers have necessary skills/ qualifications to undertake their role? e.g. drivers license if driving. <p>Provide evidence</p>		
<p>Training checks</p> <p>All volunteers have completed the following training:</p> <ul style="list-style-type: none"> ○ Manual handling ○ Infection control ○ Risk assessments ○ Safeguarding children ○ Protection of vulnerable adults ○ Customer care ○ Do's and don'ts of volunteers ○ Handling complaints ○ Fire safety awareness ○ Equality and Diversity Training 		
<p>Support supervision</p> <ul style="list-style-type: none"> • Point of contact for volunteers has been chosen <ul style="list-style-type: none"> ○ Name of point of contact ○ Contact number for point of contact 		

<ul style="list-style-type: none"> • Contact in case of emergency is provided for volunteer(s) • Signing in sheet is available to volunteer(s) and they are aware of; <ul style="list-style-type: none"> ○ How to complete the form. ○ Why they must sign in. ○ Where to access it. • Uniform has been provided 		
<p>Recognition</p> <ul style="list-style-type: none"> • Method and description of how you will recognise volunteers. 		
<p>Insurance</p> <ul style="list-style-type: none"> • All necessary insurance is obtained. <p><i>Attach evidence.</i></p>		

On completion please send to the Future Workforce Team, Glien House, Glien Road, Carmarthen, SA31 3BB or email to HDD.FutureWorkforceTeam@wales.nhs.uk

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Annual Checks

An annual check of the key requirements will be undertaken the Future Workforce Team or person/ persons responsible for these volunteers. This serves the purpose of ensuring that the DBS is up-to-date and that any changes to the volunteering role is reflected in the role description and risk assessment.



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