

# Volunteer Handbook



## FOREWORD

Every day of every year many volunteers make an incredible contribution to improving our nation's health. They are active in many different healthcare settings, including NHS National Services Scotland (NSS) and they perform an astonishing variety of roles.

Did you know that NSS is assisted by more than 600 volunteers across the organisation? Throughout the year, they help the Scottish National Blood Transfusion Service (SNBTS) and National Services Division (NSD) to carry out valuable work to help support Scotland's health.

At SNBTS, they perform such roles as publicising and organising donor sessions and keeping the tea flowing for our donors, while NSD involves its volunteers in service reviews to help determine how the services we commission are impacting on people. To help us improve the volunteer experience, we are working to the standards set out in the Investing in Volunteers Standard.

NSS has a steering group which includes volunteers and this group will provide the support, training and supervision volunteers require.

NSS will continue to review and develop this group to maintain Investing in Volunteer Standards and give continued support to volunteers.

We wish to take this opportunity to thank the many volunteers who are involved with the work of NSS in one way or another; investing precious time to support our services and making an impact on the health of people across Scotland.

*Irene Barkby*

Executive Nurse Director  
NHS National Services Scotland

## WELCOME TO NHS NATIONAL SERVICES SCOTLAND

NHS National Services Scotland (NSS) is accountable to the Scottish Government; we work at the very heart of the health service, providing national strategic support services and expert advice to NHS Scotland. We also play an active and crucial role in the delivery of effective healthcare to patients and the public. Our supporting role to NHS Scotland means that we work closely with all our partner organisations, especially the NHS Boards, in the delivery of our services.

Made up of a number of divisions and support functions, we employ around 3,600 dedicated and highly specialised staff based in 24 locations in Edinburgh, Glasgow, Aberdeen, Inverness, Dundee and Livingston. Often working behind the scenes, we make a difference to people across the country. Our Health Support group works with NHS Boards to help them deliver the best possible front-line services. Through our Business Support group, we provide expert advice and co-ordination to other Boards to help them manage their business in as efficient a way as possible. The list below is the Divisions that are NSS.

### Health Support:

- Health Facilities Scotland
- Health Protection Scotland
- Information Services Division
- National Services Division
- Scottish National Blood Transfusion Service

### Business Support:

- Central Legal Office
- Counter Fraud Services
- National Information Systems Group
- National Procurement
- Practitioner Services
- Scottish Health Service Centre

To find out more about us there is a short video clip at [http://www.nhss.org/pages/corporate/about\\_us.php](http://www.nhss.org/pages/corporate/about_us.php) or contact your Volunteer Manager if you would like to view this but do not have computer access. If you require any additional information or advice that is not contained within NHS National Services Scotland (NSS) Volunteer Policy or this Handbook, please contact your NSS named contact, who will be happy to assist.

## PRINCIPLES OF VOLUNTEERING

"An NHS volunteer is defined as a person who gives freely and willingly of their time to help improve the health and well being of patients, carers and users of the NHS in Scotland" Chief Executive Letter (CEL) 8 (2009).

Although NSS does not provide many frontline services to patients, there are many opportunities for volunteers to contribute to the work of the NHS and therefore indirectly to patient services. These roles will be as varied as helping to support blood donors by making tea and coffee, to sitting on national groups providing an important public and patient perspective on how services should be delivered.

All of these roles are important to the work of our organisation and their value is in complementing and supporting the work of paid staff. All of the roles and tasks undertaken by volunteers will be clearly defined so that both the individual volunteers and the staff working with them know and understand what is expected and what the responsibilities of all parties are.

NSS will keep records of individuals who volunteer to work with us. This will contain contact details and a description of the roles and tasks undertaken. The storage and use of this information will comply with data protection.



## EQUALITY AND DIVERSITY

Equality is about a fairer society where everyone can participate and has the opportunity to fulfil their potential.

Diversity is about recognising and valuing differences in its broadest sense. It is about creating a culture and practices that recognise, respect, value and harness difference for the benefit of all. NSS is committed to Equality and Diversity. The commitment extends to those who volunteer and we would encourage representation for all communities to volunteer with NSS. NSS will not discriminate against volunteers on the grounds of their age, disability, gender reassignment; marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. We will seek opportunities to actively promote the recruitment of volunteers from diverse backgrounds.

## HEALTH, SAFETY AND RISK

All new volunteers, or volunteers moving to a different post in terms of duties, responsibilities, environment, etc, must be screened by the Occupational Health Service (OHS). In most cases this will involve a paper screening exercise only.

Health assessments are necessary to:

- ensure that the individual has the functional physical and mental capability and capacity to meet the demands of the role
- provide the individual and the organisation with expert independent advice and recommendations for adjustments to the role or environment that would enable the individual to achieve effective performance in the role and NSS to comply with the obligations imposed by equality legislation
- identify anyone at risk of developing diseases from hazardous agents in the workplace

## RISK ASSESSMENT

A Risk assessment will be carried out by NSS trained risk assessors prior to volunteers carrying out any work. This assessment will take into account the task involved, the person carrying out the task and the environment they are working in. All risk assessments will be reviewed regularly and in the event of any incident or accident.

## FIRE

In the event of a fire or other incident, staff within the area will be responsible for your safety and they will guide and direct you. You will be required to do as instructed.



## INDUCTION

A well-structured induction programme ensures that you are fully informed of the tasks expected. It also prepares you for your role and gives you an understanding of the organisation.

All volunteers should have an induction appropriate to their level of involvement. This may be fairly basic for volunteers engaged in short-term or one-off volunteering projects. For volunteers with regular involvement, the induction should aim to prepare them fully for their role, and give them an understanding of its context.

In your induction you will expect the following areas to be covered:

- Introduction to the organisation
- Introduction to relevant staff
- Health and safety information, first aid, fire procedures (mandatory)
- Relevant procedures
- Expenses procedures
- Confidentiality agreement
- General information – toilets, catering facilities, etc
- Arrangements for support and problem-solving
- Policies that apply
- Risk assessment
- Insurance liability

If you have any questions at all about your induction, please get in touch with Louise MacLennan, Involving People and Equality and Diversity Professional Lead on **0131 275 7457** or Email [l.maclennan@nhs.net](mailto:l.maclennan@nhs.net)

# NHS NATIONAL SERVICES SCOTLAND POLICIES

## RESPONSIBILITIES OF VOLUNTEERS

The specific responsibilities of volunteers are outlined in the role descriptions for each volunteering opportunity. NSS will however expect volunteers and lay people to observe general standards of conduct during their involvement. In particular it is expected that they will treat NSS staff, other volunteers and the staff of partner organisations with dignity and respect.

Further details about the standards of conduct required of volunteers are set out in the Volunteer Placement Agreement.

You will receive adequate training to carry out your role. Training needs should be assessed at interview and during induction, and should be available and easily accessible throughout the volunteer's involvement. Any training provided must be intended to help you carry out your role.

In addition to induction, training and support, you should have access to and make yourself familiar with, the following policies for NSS, as these cover all Divisions:

- Grievance Policy
- Harassment and Bullying Policy
- Equality and Diversity Policy
- Policy on Violence and Aggression at Work
- Driving Policy
- Lone Working Policy
- Health and Safety Policies (update)

As part of your induction you will be able to access these policies through your Volunteer Manager or your point of contact in the Division you are volunteering with.

## GIFTS

The accepting of monetary gifts is not acceptable under any circumstances. Only gifts of low intrinsic value or small tokens of gratitude (such as diaries or calendars) can be accepted after discussion with your Volunteer Manager or point of contact in NSS. If someone does offer you gifts or money, irrespective of the value, as a token of their appreciation, we would ask that you inform your NSS named contact immediately.

## CONFIDENTIALITY

Prior to starting in NSS you must agree to, and sign, the NSS Confidentiality Agreement. This agreement will be signed by you and a copy will be kept for the purposes of NSS records.

As a volunteer you are requested not to speak to the media. If the media approach you with any questions or enquiries, please inform your NSS named contact who can pass on the enquiry through the appropriate channels.

With regard to how your information as a volunteer is treated by staff, this will always be in line with confidentiality and data protection guidelines. For example, only those who require access to your volunteer file will be able to view this information, and your information will be stored securely.



## DISCLOSURE

NSS would not expect that volunteers will have issues with confidentiality given the nature of their work, as the roles are not of a clinical nature. However the volunteer should be aware of occasions where it would be absolutely necessary to inform a member of staff of the content of a conversation where there is:

- A risk to a child, the protection of children overrides all other interests
- A risk of harm to a third party
- A need to safeguard an adult who has been abused or is at risk of further abuse



## REIMBURSEMENT OF EXPENSES AND REMUNERATION

All volunteers are entitled to prompt reimbursement of reasonable travel, subsistence and other expenses incurred during participation in our work. The general principles, in the payment of travel and other expenses for volunteers, are that:

- no volunteer should be out of pocket as a result of his/her volunteering work; and
- Re-imbusement is not appropriate unless actual expense is incurred in the course of the volunteering.

Arrangements for reclaiming allowable expenses and the applicable rates are set out in the NSS Reimbursement of Volunteer Expenses Guide which your Volunteer Manager or your point of contact will have.

## INSURANCE

Volunteers involved in NSS work are fully insured against personal injury and loss or damage of personal possessions. Insurance cover applies to all attendances on NSS premises and at external venues on NSS business.

As a volunteer you are covered by our public liability insurance while you are carrying out your volunteering role. It is important to note that if you carry out any duties that are not part of your volunteering role, you will not be covered. It is also important to note that your belongings, possessions or vehicles are not covered under any NSS insurance policies.

When you are volunteering please discuss with your NSS named contact where you can leave your belongings. If you can, please avoid bringing expensive items to NSS premises.

## CLAIMING BENEFITS AND VOLUNTEERING

Should you be claiming benefits in line with Government guidelines, volunteering should not affect your right to claiming benefits, as long as the only money you receive is to cover your volunteering expenses, such as travel from home to the volunteering location. There are no limits on the amount of time you can volunteer for, as long as you continue to meet the conditions of the benefit or tax credit you are receiving.

Despite this we would strongly recommend that you discuss your choice of voluntary work with your benefits adviser before you start, as we would never want your volunteering role to affect any benefits you may receive. If you are in receipt of more than one type of benefit, please ensure that you discuss your volunteering with each of the relevant advisors. You are in no way obligated to discuss whether you are claiming benefits with your NSS contact.

## DATA PROTECTION

NSS has a duty of care to protect the confidentiality of all volunteers involved in our work. To this end, NSS undertakes to collect and retain only personal information required to maintain effective communication and provide support. Personal information about volunteers will be held securely and shared with other organisations/individuals or used for other purposes only with the informed consent of the individuals concerned.

Equalities monitoring data will be requested from volunteers to help us ensure that NSS public involvement practice is fair.

## OPPORTUNITY TO WITHDRAW

For a number of different reasons, you may find that you no longer wish to or are unable to continue with your volunteering role. All that we would ask is that you be kind enough to advise your NSS named contact as soon as possible. Your NSS named contact may approach you for some feedback with regards to your volunteer experience or how we could improve things. We would greatly appreciate any feedback that you could provide to help make things better for future volunteers.

## TRAINING AND PERSONAL DEVELOPMENT

You will be supported as a NSS volunteer by way of ongoing training and personal development opportunities. All initiatives, resources and training opportunities available can be discussed on an individual basis with your Volunteer Manager. We aim to keep you up to date with activities that you can get involved with should you wish to do so.

## OUR COMMITMENT TO YOU AS A VOLUNTEER

- To know what is expected of you
- To have clearly specified lines of support and supervision
- To be valued
- To have safe working conditions
- To be insured
- To know what your rights and responsibilities are if something goes wrong
- To be paid agreed expenses
- To receive appropriate and relevant training
- To be free of any form of discrimination or harassment which contravenes equal opportunity practice
- If you wish to stop volunteering we will help you finish in a planned way

## VOLUNTEER ROLES IN NHS NATIONAL SERVICES SCOTLAND

NSS values the contribution that all volunteers give to the organisation and we recognise that we must support you in any way that we can to ensure that your volunteer experience is a positive one.

A volunteer role description is one of those ways in which we can support you.

There are a small number of volunteer roles in NSS. NSS volunteer role descriptions can be found at the back of this handbook.

As part of volunteering with us you will be provided with a volunteer role description and will be asked to sign a volunteer agreement form.

## APPLYING FOR AND BECOMING A VOLUNTEER IN NHS NATIONAL SERVICES SCOTLAND

Applying for and starting a new volunteer role can be the most daunting part of becoming a volunteer. Our staff will support you throughout the entire process, so please feel free to request help if required at any point. You will be asked to complete the following forms:

- Confidentiality and Data Protection Act statement
- Volunteer Agreement
- Equalities Monitoring form

The reason we ask you to complete these documents is to ensure that all volunteers are treated in a fair and consistent manner and that the expectations of NSS, and of you as the volunteer, are clear from the start of the process.

Your NSS named contact can assist you with filling out these forms and can also provide the forms in other formats if this is easier for you. If there are specific areas or tasks that you would rather not volunteer for, or if you have specific needs, please discuss these requirements with your named contact and they can try to make alternative arrangements for you. These discussions often take place at the time of the informal interview that may be held depending on the volunteer role you are applying for.



## OTHER INFORMATION

This handbook has been prepared to give you information about NHS National Services Scotland and the role of volunteers

If you have any questions please contact Louise MacLennan  
Involving People and Equality and Diversity Professional Lead  
on **0131 275 7457** or Email [l.maclennan@nhs.net](mailto:l.maclennan@nhs.net)

**CONFIDENTIALITY STATEMENT**

**VOLUNTEER COPY TO SIGN AND KEEP**

In the course of your volunteering, you are likely to see or hear information which may be of a sensitive, personal or confidential nature.

You have a responsibility to treat as confidential, information which may be available to you, or obtained by you whilst you volunteer with NHS National Services Scotland (NSS).

You are required to read and understand the corporate *Confidentiality Guidelines*  
<http://genss.nss.scot.nhs.uk/pls/portal/url/ITEM/70C69474948119A8E04400212814D70C>  
and are responsible for ensuring you stay up to date with NSS policies.

**Please ask your Volunteer Manager/point of contact in NSS for a copy.**

You must not breach this duty of confidence by accessing, disclosing or otherwise using in an unauthorised manner, confidential information, or providing access to such information by unauthorised individuals or organisations.

Where a breach of security arises, those responsible for or those contributing to the breach, may be asked to leave their volunteer role.

Following the termination of your volunteer role, you shall not use or disclose any confidential information relating to the business or financial affairs of the NSS organisation to any person, firm, company or other body.

**I confirm that I have read and understood the NSS Confidentiality Policy and agree to abide by the policies' requirements.**

Name (printed) \_\_\_\_\_

Volunteer Role \_\_\_\_\_

Division \_\_\_\_\_

Signature \_\_\_\_\_

Volunteer Manager signature \_\_\_\_\_

Date \_\_\_\_\_

Please keep this copy for your own records and return the original completed form to:

Your Volunteer Manager or point of contact in NHS National Services Scotland

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Name (printed) \_\_\_\_\_

Volunteer Role \_\_\_\_\_

Division \_\_\_\_\_

Signature \_\_\_\_\_

Volunteer Manager signature \_\_\_\_\_

Date \_\_\_\_\_

Please keep a copy for your own records and return the original completed form to:

Your Volunteer Manager or point of contact in NHS National Services Scotland

## NHS NATIONAL SERVICES SCOTLAND

### 1. ROLE DETAILS

The following provides a role description for volunteers within Scottish National Blood Transfusion Service (SNBTS).

**Role Holder**

**Role Title** Refreshments Volunteer

**Immediate Senior Officer** Sessions Manager

**Division** Donor Services, SNBTS

**Location**

### 2. ROLE PURPOSE

To assist in the preparation and serving of refreshments to donors at community sessions.

### 3. ORGANISATION CHART

Volunteer Manager

Refreshments  
Volunteer

### 4. KEY RESULT AREAS

- Preparation of refreshments for donors at community sessions
- Replenish the biscuits, milk and sugar as required
- Serve refreshments to donors

## NHS NATIONAL SERVICES SCOTLAND

### 5. ASSIGNMENT AND REVIEW OF WORK

The volunteer will be managed by the Session Manager at the session. The Volunteer Manager will liaise with the volunteer prior to a community session.

The role requires a commitment of a minimum of two hours up to four times a year. This may vary depending on the location of the volunteer.

The volunteer is responsible for ensuring they carry out their role in accordance with SNBTS policies.

### 6. COMMUNICATIONS AND WORKING RELATIONSHIPS

The role holder may communicate with the following

**Internal** – Session Manager, Volunteer Manager, donor recruitment staff, session staff

**External** – Donors

Communication may be face to face, by e-mail and/or by telephone

### 7. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE ROLE

No specific qualifications are required for this role

- Well organised and reliable

### 8. ROLE DESCRIPTION AGREEMENT

Volunteers Signature

Date

Head of Department

Signature

Date

Title

HR Representative's Signature

Date

## NHS NATIONAL SERVICES SCOTLAND

### 1. ROLE DETAILS

<b>Title</b>	Public Reference Group (PRG) Member
<b>Main Contact</b>	Nursing and Quality Adviser
<b>Division</b>	National Services Division (NSD)
<b>Location</b>	Gyle, Edinburgh

### 2. ROLE PURPOSE

To advise on and contribute to the commissioning of national specialist services and screening programmes by providing a lay perspective and advising on community engagement.

### 3. DIMENSIONS

- The total budget of NSD in 2009/10 is £161 million on a recurring basis
- Management costs are around £1.4 million
- Capital allocation is £1.2 million (recurring) and NSD has delegated authority from Scottish Government Health Department (SGHD) to transfer up to £250,000 from revenue to capital each year
- The budget is earmarked for national services within the NSS general allocation – the Division has full delegated authority for decisions on the allocation of these funds
- There is a Senior Management Team of six and a total of 30 staff in the Division
- Public Reference Group provides a lay perspective to the commissioning process

### 4. ROLE OF THE DIVISION

To ensure the provision of high quality specialised and screening services to meet the needs of the population of Scotland.

This is achieved by:

- Strategic planning of national services with NHS Boards, clinicians, patient and public representatives and SGHD
- Leading and facilitating NHS Boards in service change and new service development
- Performance management of national services
- Maintaining financial control over national specialist and screening services
- Negotiating and monitoring individual Service Agreements with providers of national services, in Scotland and England
- Taking decisions on allocation of funds between services to optimise patient benefit

## NHS NATIONAL SERVICES SCOTLAND

### 5. KEY RESPONSIBILITIES

- Attend meetings of the PRG
- Contribute to discussions on NSD strategy, commissioning policy, service monitoring and resource allocation
- Attend performance monitoring meeting between NSD and services as agreed
- Comment on NSD papers as required
- Provide lay representation on other NSD review and advisory groups
- Assist with public engagement events on behalf of NSD

### 6. COMMUNICATIONS AND WORKING RELATIONSHIPS

The PRG Member has informal and formal contact with NSD managers and staff, clinicians, managers and staff from provider services, and members of the public. The PRG will work very closely with the Nursing and Quality Adviser, their Personal Assistant and the Executive Assistant from NSD.

The post holder will participate in agreed working groups within the organisation and communicate with external providers to assist in achieving targeted outcomes in NSD's projects.

NSD will ensure that group members are fully briefed on issues they are consulted on to allow informed decision making.

### 7. EXPERIENCE SPECIFIED FOR THE POST

An interest in the NHS and strategic planning of services is required.

Should have good organisational ability and well developed inter-personal skills.

Due to the nature of the role, respect for confidentiality is paramount.

### 8. TERM OF OFFICE

The normal term of office will be for two years but members may seek reappointment.

This is a voluntary position but all reasonable expenses incurred will be met.

The post holder does not have authority to speak for NSS.

### 9. ROLE DESCRIPTION AGREEMENT

Members Signature	<input type="text"/>	Date	<input type="text"/>
Head of Department	<input type="text"/>		
Signature	<input type="text"/>	Date	<input type="text"/>
Title	<input type="text"/>		
HR Representative's Signature	<input type="text"/>	Date	<input type="text"/>

## NHS NATIONAL SERVICES SCOTLAND

### 1. ROLE DETAILS

The following provides a role description for volunteers within Scottish National Blood Transfusion Service (SNBTS).

**Role Holder**

**Role Title** Community Liaison Volunteer

**Immediate Senior Officer** Volunteer Manager

**Division** Donor Services, SNBTS

**Location**

### 2. ROLE PURPOSE

To assist in publicising community donating sessions.

### 3. ORGANISATION CHART

Volunteer Manager

Community Liaison  
Volunteer

### 4. KEY RESULT AREAS

- Distribute posters in the run up to a community session, at least one week before the scheduled session. Identify suitable locations for posters e.g. local shops, halls or other suitable venues
- Display banners at the front of a session venue before opening time and remove after closing time
- Distribute notifications and handbills to schools, church groups etc.
- Provide local information on events which may have an impact on attendances at community sessions

## NHS NATIONAL SERVICES SCOTLAND

### 5. ASSIGNMENT AND REVIEW OF WORK

The volunteer will be managed by the Session Manager at the session. The Volunteer Manager will liaise with the volunteer prior to a community session.

The role requires a commitment of a minimum of two hours up to four times a year. This may vary depending on the location of the volunteer.

The volunteer is responsible for ensuring they carry out their role in accordance with SNBTS policies.

### 6. COMMUNICATIONS AND WORKING RELATIONSHIPS

The role holder may communicate with the following

**Internal** – Session Manager, Volunteer Manager, donor recruitment staff, session staff

**External** – Donors

Communication may be face to face, by e-mail and/or by telephone

### 7. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE ROLE

No specific qualifications are required for this role

- Well organised and reliable

### 8. ROLE DESCRIPTION AGREEMENT

Volunteers Signature

Date

Head of Department

Signature

Date

Title

HR Representative's Signature

Date