



Volunteer policy and procedures

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Type of document	Policy
Target audience	All CWP staff and volunteers
Document purpose	Aim to provide best practice guidelines for volunteering in CWP.

Document consultation	Human Resources Dept, Chester Voluntary Action, Non Executive Director, Staff Side, Learning and Development, Occupational Health, General Managers, E&D Officer, Lived Experience Advisors, Volunteer Line Managers, patient safety and effectiveness sub committee (PSESC), Health Safety & Well Being Sub Committee (HSWSC)	
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CWP documents to be read in conjunction with	HR6 HR2.3 GR3 HR2.2 HR3.2 CP40 CP10 GR1 CP28 HR4.3 GR10 GR13 GR33 CP6	Trust-wide learning and development requirements including the training needs analysis (TNA) Induction policy Risk management policy Pre-appointment Checks - including CRB checks Equality fairness and diversity in employment policy Safeguarding children policy Safeguarding adults policy Incident reporting and management policy Smoke free policy Substance misuse by staff policy Code of confidentiality policy Information (over arching) sharing policy Lone working policy Management of violence and aggression policy (incorporating verbal threat to staff and offensive weapons)
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Training requirements	There are no specific training requirements for this document.
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Financial resource implications	No
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Equality Impact Assessment (EIA)

Initial assessment	Yes/No	Comments
Does this document affect one group less or more favourably than another on the basis of:		
• Race	No	
• Ethnic origins (including gypsies and travellers)	No	
• Nationality	No	

<ul style="list-style-type: none"> • Gender • Culture • Religion or belief • Sexual orientation including lesbian, gay and bisexual people • Age • Disability - learning disabilities, physical disability, sensory impairment and mental health problems 	No	
Is there any evidence that some groups are affected differently?	No	
If you have identified potential discrimination, are there any exceptions valid, legal and/or justifiable? N/A		
Is the impact of the document likely to be negative?	No	
<ul style="list-style-type: none"> • If so can the impact be avoided? • What alternatives are there to achieving the document without the impact? • Can we reduce the impact by taking different action? 	N/A	
Where an adverse or negative impact on equality group(s) has been identified during the initial screening process a full EIA assessment should be conducted.		

If you have identified a potential discriminatory impact of this procedural document, please refer it to the human resource department together with any suggestions as to the action required to avoid / reduce this impact.

For advice in respect of answering the above questions, please contact the human resource department.

Was a full impact assessment required?	No	
What is the level of impact?	Low	

Document change history

Changes made with rationale and impact on practice
1.

External references

References
1. Rehabilitation of Offenders Act 1974 Equality Act 2012

Monitoring compliance with the processes outlined within this document

Please state how this document will be monitored. If the document is linked to the NHSLA accreditation process, please complete the monitoring section below.	Annual report on volunteering produced by Voluntary Services Lead
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Content

1.	Introduction	4
1.1	Definitions	4
2.	Our commitment to volunteering	4
3.	Equal opportunities and diversity	4
4.	Recruitment and selection process.....	5
5.	Criminal Records Checks (CRB)	6
6.	CWP corporate induction	6
7.	Expenses	6
8.	Support and supervision.....	7
9.	Health and Safety.....	8
10.	Volunteer recognition	8
11.	Insurance	9
12.	Confidentiality	9
13.	Data Protection	9
14.	Duties and Responsibilities	9
14.1	Chief Executive Officer.....	9
14.2	Director of Nursing, Therapy and Patient Partnerships.....	9
14.3	General Manager	9
14.4	Service Manager / Head of Department	9
14.5	Budget Holder	9
14.6	Voluntary Services Lead	10
14.7	Human Resources	10
14.8	Line Manager	10
14.9	Occupational Health (OH)	11
14.10	Learning and Development (L&D)	11
14.11	Finance department	11
14.12	Volunteers.....	11
	Appendix 1 - Volunteer registration form.....	12
	Appendix 2 – Volunteer expense form	13
	Appendix 3 - Volunteer role description	14

1. Introduction

Cheshire and Wirral Partnership NHS Foundation Trust's (CWP) volunteering policy and procedures aims to reflect the high esteem in which it holds volunteers. Volunteers bring valuable experience of life, skills and experience to CWP. Individuals that have been an untapped resource to date, who can be beneficial not just to CWP itself, but also to its service users, the community and the individual volunteer themselves.

CWP recognises the importance of involving volunteers across the whole spectrum of its services. Volunteers underpin CWP's commitment to our overall aims and objectives and can only assist social inclusion, community participation and involvement.

1.1 Definitions

A CWP volunteer is any person who is giving their time and energy for the benefit of CWP, freely and by choice without concern for financial gain.

The volunteer relationship is binding in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise can be imposed on volunteers to attend.

CWP recognises that volunteering must benefit the individual as well as CWP itself and will aim to provide an environment that is inclusive, friendly and supportive.

2. Our commitment to volunteering

CWP deems that volunteers will be an established, valued and integral part of its services. They are ambassadors for CWP and therefore will be considered a positive force in raising the CWP's profile and delivering services within the community it serves.

Key principles within this policy are:

- CWP will encourage volunteers to consider volunteering with CWP as a possible pathway to future employment but recognises that some volunteers would not see this as appropriate for themselves;
- CWP volunteers are not under any contractual obligation to CWP;
- CWP volunteers are offered out of pocket travel expenses incurred in connection with their activity. The process will follow procedures that will allow CWP to account for payments made by using [appendix 2](#) of the volunteer expense claim form;
- CWP will:
 - Provide support to those who require help in submitting claims for expenses;
 - Work to ensure that all CWP volunteers are kept informed about any guidance arising out of volunteering activity;
 - Maintain a central database of CWP volunteers and will audit this at least once every twelve months to ensure that it is up to date;
 - Will not recruit volunteers in place of paid staff or to fill temporary or vacant posts.
- Where voluntary organisations are supporting the work of CWP through volunteers, they will be expected to adhere to this policy;
- Each individual will be issued with an identity badge once they have been cleared to undertake their volunteering role and attended the Trust induction training. This badge will always be under the ownership of CWP and therefore should be used appropriately. If a volunteer leaves CWP, then they are duty bound to return the badge to the voluntary services lead;
- Volunteering activity at CWP may be at any of CWP's sites;

3. Equal opportunities and diversity

CWP is committed to treating all volunteers and those who apply to become volunteers fairly and equally. Diversity is viewed positively and all applications from all sections of the community are welcomed.

4. Recruitment and selection process

CWP encourages involvement by volunteers from all sections of the community and will not discriminate against volunteers in the selection process. CWP welcomes volunteers of all ages over the age of 18 years old.

CWP would be irresponsible if it permitted volunteers to continue beyond a point where volunteering may be detrimental to their own or other people's health or safety and may decide it is appropriate for a volunteer to reduce or cease their volunteer contribution.

Selection procedures for individual volunteers must protect CWP's interests. References will be asked for as CWP must be satisfied that the volunteer possesses the appropriate personal qualities e.g. responsible, reliable and considerate of those around them.

We will not discriminate against any individual's opportunity to volunteer based on any of the 9 protected characteristics listed in the Equality Act 2010. In all matters relating to equality and diversity, volunteers will receive the same protection as trust employees.

CWP managers will be encouraged to identify opportunities for volunteers within their areas. Details of volunteering opportunities should be forwarded to the voluntary services lead.

For each volunteer opportunity it is recommended that a volunteer role description is given to prospective volunteers to outline the type of work available.

CWP will endeavour wherever possible to:

- Acknowledge the importance of social inclusion, the diversity of volunteers and recognise that all prospective volunteers have something of value to offer. All reasonable effort will therefore be made to find placements for everyone who offers their time and energy. Where there is no suitable placement available, the volunteer will be informed of the reasons and placed on a waiting list until the next suitable opportunity becomes available or referred, where applicable, to another agency such as the local volunteer centre;
- If there is an available placement, interviews will be arranged to determine prospective volunteers' suitability for interest in volunteering. The interview will determine the skills and abilities of the volunteer and their suitability for the particular role they will be undertaking.
- Any volunteer whose offer of help is declined will be offered a follow-up discussion to be given constructive feedback by the voluntary services lead as well as the requesting manager, if necessary and appropriate;
- Prospective volunteers are required to bring to interview specific identity verification documents. All necessary documents will be sent to the prospective volunteers prior to interview. Without sight of these documents CWP will be unable to apply for a disclosure (refer to [pre-appointment checks- including CRB checks](#)). At the interview the identity verification form (outcome of interview form) should be completed and given or sent to the voluntary services lead to commence the CRB disclosure process;
- CWP will place volunteers in accordance with appropriate volunteer recruitment and selection procedures. This will include the securing of:
 - Occupational Health clearance;
 - Two references from most recent bodies for which they have worked. This may include personal references if the latter does not apply;
 - Criminal Record Bureau (CRB) clearance (as required). Level of check required is determined by the Trust's Policy: [pre-appointment checks policy, including CRB checks](#).
- Volunteers cannot commence in post without satisfactory receipt of all pre-appointment check documentation;
- Under the terms of the Rehabilitation of Offenders Act 1974, volunteers are required to declare all previous criminal convictions. This information will be confidential and will not

necessarily prejudice the candidate being accepted for voluntary work. However, the volunteer has the duty to inform CWP's human resources of any subsequent convictions;

- Health screening will be required before the volunteer commences in their role. The volunteer must complete the occupational health questionnaire ([pre-appointment checks including CRB checks](#)) and return it directly to human resources. Health problems will not necessarily exclude someone from undertaking voluntary work;
- If a successful applicant doesn't volunteer within a 12 month timeframe, then their details will be deleted from the volunteer database. However, if commitments have left them unable to volunteer at the given time, but they are still interested in volunteering for the organisation, then they will be encouraged to reapply and repeat pre-appointment checks as required;

5. Disclosure and Barring Service Checks (DBS)

Any individual who is in direct contact with children, young people and vulnerable adults as part of their volunteer role, will be legally required to undergo a DBS check. However, if a potential volunteer presents with a criminal record that is not related to safeguarding issues, the final decision to appoint will be the responsibility of the general manager and director of nursing, therapy and patient partnerships

By not adhering to the above, directly contravenes with CWP's safeguarding policies, [safeguarding adult's policy](#) and [safeguarding children's policy](#).

6. CWP corporate induction

The human resources department and the learning and development department will arrange for volunteers to undertake CWP's corporate induction, in accordance with the [induction policy](#), after which an identity badge will be provided. The badge must be worn at all times when a volunteer is undertaking agreed tasks on CWP's behalf.

Volunteers will be required to complete any trust mandatory training and additional training which is appropriate for the role

Local induction will be provided for each CWP volunteer, to include any training that is specific to the activities or location being undertaken. The checklist will ensure that every volunteer undertakes a full induction as per the [induction policy - appendix 1](#).

7. Expenses

Volunteers should not be financially worse off through their voluntary involvement, as cost can be a major barrier preventing people from volunteering.

Volunteers who claim expenses are required to register their bank details with CWP, using a volunteer registration form ([appendix 1](#)), which must be submitted by the line manager to the voluntary services lead to log and submit to the finance department. The voluntary services lead must ensure that volunteers, who claim expenses, complete this registration form. CWP will aim to make payment by the Bank Automated Clearing System (BACS) within 30 days of receipt of a correctly completed volunteer expense claim form ([appendix 2](#))

Where a volunteer is unable to access a bank / building society account, CWP will consider making alternative arrangements for payment in cash but this is at the discretion of the service manager/head of department or budget holder who must be notified of this on commencement of appointment. It is the responsibility of the volunteer to collect the cash in person from a designated cash office and to ensure that the expense claim form has been checked and authorised by a local designated signatory.

CWP volunteers will be paid expenses on production of valid receipts. CWP will make payments to reimburse the reasonable travel and subsistence costs incurred by CWP volunteers as follows:

- Public transport (actual cost of travel, supported by ticket or receipt);
- Private car (at the agreed current rate per mile);
- Parking costs (actual cost, supported by ticket or receipt);

- Bicycle rate (at the agreed current rate per mile);
- Subsistence meals that have to be paid for while on business, or bought due to having to be in a certain place at a certain time, or if a volunteer has spent a minimum of 5 hours per day assisting a CWP's service. The maximum of £5 can be claimed, but items must be supported by receipts or the claim will be invalid.

Mileage claims will only be accepted for use of a private car:

- For the driver of the vehicle;
- For the most direct route available;
- If the vehicle is covered by full third party insurance, including cover against risk or injury to or death of passengers and damage to property and that the policy is maintained at the date of the travel claim;
- If the vehicle is maintained at all times in a roadworthy condition by terms of the insurance policy covering the vehicle.

An expense claim form ([appendix 2](#)) should be made available to CWP volunteers to make a claim. All claim forms should be completed and signed by the volunteer, the line manager and local authorised signatory and the service line budget code added to the expense form. They should then be sent to the voluntary services lead for processing. If the line manager is not present then they must ensure that they delegate responsibility to an appropriate colleague who can then check and sign the form.

Any such payments must be met by the relevant service line budget and authorised by the budget holder or delegated authorised signatory.

All expenses except mileage should be submitted with receipts. Expenses should be claimed within three months. Claims submitted beyond this time may not be paid. Further information should be sought from the voluntary services lead.

CWP volunteers must not accept gifts of money or other financial rewards from the individuals they assist. Advice on how gifts may be made should be sought from the CWP's voluntary services lead.

CWP aims to recognise the valuable input of volunteers by participating in appropriate award schemes.

8. Support and supervision

- Volunteers will be supervised or supported by a designated line manager. If a volunteer would like to discuss any issue related to their volunteering or has a more general observation to make about the work of the Trust, they can request a meeting with their line manager to discuss such issues. Equally, the line manager may request a meeting with the volunteer;
- Should the volunteer's line manager have concerns that the volunteer is unfit to continue to engage with their voluntary role either through a deterioration in their mental health, physical health or substance misuse then they should immediately contact the voluntary services lead who will seek advice from the Human Resource Department on how to deal with the matter;
- The removal of a volunteer from a ward or department shall be the responsibility of the line manager and service manager/head of department in conjunction with the voluntary services lead. The final decision as to the suitability of a volunteer in any particular area shall be that of the line manager or service manager/head of department;
- Any unacceptable behaviour or matter of discipline must be referred to the voluntary services lead who will seek advice from the Human Resource Department on how to deal with the matter;
- On occasions, after all other options have been explored, it may become necessary to discontinue further services of a volunteer;

- Conversely, if a volunteer has a grievance against the department or any members of staff, they should know how to raise the matter and be heard fairly;
- Most grievances can be sorted out satisfactorily through informal discussion with the line manager and support may be given by the voluntary services lead if deemed appropriate. This method should be pursued diligently.
- However, if this proves to be impossible, the following procedure should be made available and followed by the volunteer:
 - All complaints must be in writing. If support is needed in compiling a complaint/grievance, the volunteer can approach the voluntary services lead for assistance.
 - A meeting will be arranged to discuss the complaint/grievance
 - At any such meetings the volunteer may be accompanied by a friend/work placed colleague;
 - The voluntary services lead in conjunction with the line manager will ensure that a written response is provided to the volunteer following their meeting within 5 working days;
 - If the issue cannot be resolved satisfactorily, the volunteer can refer the matter, in writing, to the service manager/ head of department;
 - The volunteer, their chosen representative, the volunteer work placement development coordinator and line manager will be given the opportunity to each put their case;
 - A decision will be made by the service manager/ head of department, which will be final and which will be put in writing to all concerned.

9. Health and Safety

- When volunteers are working directly with service users, there must always be a member of staff available on the premises or in close proximity at all times. Volunteers are not permitted to take service users off trust premises without a member of staff accompanying them. Risk assessments must be used to support all volunteer work areas and duties. Where there are existing alarm systems, volunteers must be issued with a personal alarm when undertaking work to afford the volunteer the same safe working procedures in accordance with CWP policy ([lone worker policy](#) and [management of violence and aggression policy \(incorporating verbal threat to staff and offensive weapons\)](#)). Volunteers must be shown how to operate any personal alarm by the line manager and/or respective clinical team/ward and also other methods of seeking assistance must be discussed to ensure safe working practices. It is the responsibility of the line manager and respective team/ward where the volunteer is working to ensure that all environments and tasks undertaken are safe and appropriate for both volunteers and service users;
- Every volunteer has an obligation to comply with CWP policies and procedures for safe working practices (especially familiarising themselves with the fire alarm and evacuation local procedure which have been established within CWP);
- All accidents and 'near misses' in the placement situation must be reported promptly to the person in charge. The line manager has a responsibility to ensure an incident report is completed in accordance with the [incident, reporting and management policy](#);
- Volunteers registered with established voluntary organisations will be included in that organisation's own insurance arrangements. All non-insured registered volunteers will be included in the CWP's membership of the relevant NHSLA Schemes whilst undertaking agreed duties;
- CWP operates a [smoke free policy](#) and an alcohol and drug free policy ([substance misuse by staff policy](#)) in relation to all of its premises.

10. Volunteer recognition

CWP recognises volunteers through its involvement and staff award schemes. Staff also have an input to these awards schemes by nominating volunteers who reflect commitment, time served, roles undertaken etc.

11. Insurance

Volunteers are covered under Public Liability by NHSLA under the CWP's membership of the Liabilities to Third Parties Scheme (LTPS).

The NHSLA does not cover any form of motor risk, even for NHS-owned vehicles. Volunteers giving lifts to patients, carers or visitors, for example, must ensure that they have adequate insurance protection of their own, under their own personal motor insurance policy.

It is important to note that the personal effects of volunteers are not covered.

12. Confidentiality

Volunteers should regard any information concerning service users as **strictly confidential** and therefore managers must ensure that volunteers are fully aware of the guidance contained in the [code of confidentiality policy](#).

Volunteer will not have access to CareNotes (patient electronic records), or any other paper form of patient case notes.

13. Data Protection

Volunteers can be reassured that CWP only asks for information about them and that it will keep the information securely, limit access to it and will not pass their details without consent unless legally obliged to do so. Refer to the [information \(over arching\) sharing policy](#).

14. Duties and Responsibilities

14.1 Chief Executive Officer

As accountable officer, the Chief Executive must ensure that responsibility to deliver an effective system to monitor the recruitment and selection of volunteers is delegated to an appropriate executive lead and reflected in executive portfolios.

14.2 Director of Nursing, Therapy and Patient Partnerships

As nominated executive lead, the Director of Nursing, Therapies and Patient Partnership must ensure that robust systems and processes are in place in respect of all aspects of volunteering;

To celebrate success and recognise loyalty and dedication.

14.3 General Manager

- Ensure that managers within their service or function apply the agreed principles set in this policy;
- Responsible for ensuring they have an adequate budget to fund volunteer expenses and travel;
- To make financial and other provisions in management plans for the needs of volunteers;
- If a potential volunteer presents with a criminal record that is not related to safeguarding issues, the final decision to appoint will be the responsibility of the general manager.

14.4 Service Manager / Head of Department

- Ensure that volunteer line managers, within their service or function apply the agreed principles set in this policy;
- To make the final decision regarding any complaint/grievance or suitability of the placement;
- Ensure that all volunteers are aware of all relevant policies as outlined by this document.

14.5 Budget Holder

- Check and authorise volunteer expense claim forms, inserting the appropriate budget code before submitting to the voluntary services lead as per [appendix 2](#).
- In certain circumstances authorise payment of volunteer expenses in cash;

14.6 Voluntary Services Lead

- First point of contact for those applying to volunteer;
- Ensure that all potential volunteers receive application packs and appropriate application forms if suitable placements are available;
- Provide feedback as to those candidates who are not appointed as to why they were not successful;
- Where no suitable placement is available, enter volunteer details on a waiting list until the next suitable opportunity becomes available;
- Write a role description for each volunteer in conjunction with the line manager, using the role description template [appendix 3](#);
- Match the needs of CWP with the skills, knowledge, experience and motivation of the individual's aspirations and choices;
- Liaise with human resources to ensure that they have all the necessary information to issue an initial written offer of appointment;
- Maintain a central database of volunteers which will be audited every year to ensure that it is up-to-date;
- Ensure that any complaints and grievances are dealt with in accordance with the procedures set in the [support and supervision](#) on this policy;

14.7 Human Resources

- Ensure that appropriate levels of disclosure and appointment checks are undertaken;
- Ensure that all documents are received from the voluntary services lead and / or line manager to satisfy that identity checks have been carried out;
- Check the CRB disclosure forms are completed correctly before they are forwarded to the CRB;
- Control the use of and access of disclosure information and ensure appropriate filing, archiving and destruction of information;
- Inform the line manager of the results of the CRB / employment checks of new volunteers;
- Provide advice to general managers and line managers on any matters concerning declared criminal convictions;
- On completion of the pre-appointment checks ensure that the recruitment process is completed and ensure that a contract is forwarded to the appointed volunteer;
- Liaise with learning and development department to book new volunteers on CWP's corporate induction training in accordance with CWP's [induction policy](#).

14.8 Line Manager

- Identify opportunities for volunteers within their areas. Details of volunteering opportunities should be forwarded to the voluntary services lead;
- Interview volunteer candidates with the voluntary services lead in most cases prior to appointment;
- Ensure that if a volunteer declares a criminal conviction it is discussed with the general manager and appropriate advice sought from human resources;
- Verify the identity of new individuals and their eligibility to work / volunteer in the UK documents;
- Complete the outcome of interview form and send to voluntary services lead;
- Advise human resources of the volunteer's start date;
- Ensure all volunteers receive a local induction and complete the local induction checklist in accordance with [induction policy](#) - [appendix 1](#);
- Foster a friendly and supportive atmosphere - aiming to make volunteering fun and meaningful;
- Ensure the health, safety and welfare of all CWP volunteers whilst undertaking their volunteering activities;
- Ensure that all volunteer work areas and duties are properly risk assessed

- Ensure every volunteer has access to a designated member of paid staff to guide and advise them;
- Must check and sign all volunteer expense claim forms before submitting to the budget holder or service line authorised signatory for signing as per [appendix 2](#).

14.9 Occupational Health (OH)

OH must ensure that the appropriate level of medical screening is undertaken as part of CWP's pre-appointment check in accordance with the [pre-appointment checks - including CRB checks policy](#) and must inform human resources of the outcome of the screening.

14.10 Learning and Development (L&D)

L&D will issue a CWP ID badges to all new volunteers after corporate induction.

14.11 Finance department

- Ensure registration of volunteer's payment details on receipt of the volunteer's expense registration form ([appendix 1](#));
- Aim to pay expenses within 30 days on receipt of a correctly completed volunteer expense claim form ([appendix 2](#));

14.12 Volunteers

- Must ensure that they attend CWP's corporate induction for basic mandatory training;
- Maintain and uphold the good name and reputation of the CWP;
- Co-operate with paid members of staff, to listen and learn from what they have to say to achieve the aims of the CWP;
- Aim for high standards of efficiency, reliability and quality in all aspects of their contribution;
- Respect the need for confidentiality whenever they have access to restricted CWP information as per the [code of confidentiality policy](#);
- Take reasonable care of their own health and safety whilst volunteering and that of others who may be affected by their acts or omission;
- Declare all previous criminal convictions and any subsequent convictions after appointment;
- Must adhere to all [CWP policies](#) and procedures relating to their area of work.

Appendix 1 - Volunteer registration form

In order to reimburse expenses incurred through volunteering at Cheshire and Wirral Partnership NHS Foundation Trust, please complete this registration form which will be sent to the finance department.

Please PRINT all details as clearly as possible

Name		National Insurance No	
Address	Postcode		
Tel No			
Email			

Your bank account details

This information is required **ONLY** if you will be making a claim for expenses under the Trust's volunteers policy and procedures. Payments will be made via the Bank Automated Clearing System (BACS).

Name on account			
Sort Code		Account Number	
Name of Bank / Building Society			
Address of Bank / Building Society			

If you do not have a bank or building society account, you will need your line manager to apply on your behalf for an alternative method of payment in accordance with the volunteer policy and procedure.

Declaration

I understand that my details will be kept on a database and this information will be confidential to Cheshire & Wirral Partnership NHS Foundation Trust and will not be shared with any other organisation. If, at anytime, I no longer wish to volunteer at Cheshire & Wirral Partnership NHS Foundation Trust I can ask for my details to be removed.

I understand I can ask to see details of my record on the database at anytime.

Signed		Date	
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Please return this form to:

The Voluntary Services Lead

Human Resources Department
Cheshire & Wirral Partnership NHS Foundation Trust
Redesmere, Trust Headquarters
Liverpool Road
Chester
CH2 1BQ

Appendix 2 – Volunteer expense form

VOLUNTEER EXPENSE FORM

Name:		Your Address:							
Date of Activity	Nature of Volunteering Activity	Full details of Travel (BLOCK CAPITALS) Eg: Home - Chester (Return)	Car or bicycle No of Miles (45p per mile by car: 10p per mile by bicycle)	Passenger (5p per passenger per mile)	Other Travel*		Other Expenses	Amount £	Authorised by Manager-Signature
					R = Rail T = Taxi B = Bus P = Parking TL = Tunnel				
					£	Type			
TOTAL CLAIMED		Total of Miles =	£ : A	£ : B	£ : C	Receipts must be provided for 'Other Travel'		£ : D	

Total Claimed (A+B+C+D)	Signed:	Date:

Return to: The modern matron or next line manager or general manager

Approved By General Manager/Modern Matron:	Signed:	Date:	Service Budget Code:

Return to: Voluntary Services Lead, Human Resources Dept, Human Resource Department, Redesmere, Trust Headquarters, Liverpool Road, Chester, CH2 1BQ

Appendix 3 - Volunteer role description

Volunteer		Role description	
Location		Division	
Volunteer accountable to			
Volunteer supervised by			
Days / hours agreed			

<p>Purpose</p> <p>The post holder would support the <i>Name of team</i> to:</p>
<p>Task outline</p> <p>The post holder would have the opportunity to:</p>
<p>Specific skills</p> <p>Specific skills required for the role are as follows:</p>
<p>Essential</p> <p>The post holder must understand the importance of confidentiality, and maintain confidentiality at all times.</p> <p>The post holder must adhere to all Trust policies and procedures relating to the area of work.</p> <p>The post holder must be able to communicate with a range of people in a professional manner, as a representative of the Trust.</p> <p>The post holder must be smart and approachable at all times.</p>
<p>Training</p> <p>The post holder will be required to complete Trust induction training</p>

NB – If appropriate, the post holder can have access to the CWP websites and if required will be issued with a network / email account. This account must be used for CWP business only.

The post holder will **NOT** have access to CareNotes (patient electronic records), or any other paper form of patient case notes.

The post holder must not engage in the moving or handling of patients, and must not assist with the administration of medication or handling of prescriptions.

When volunteers are working directly with service users, there must always be a member of staff available on the premises or in close proximity at all times. Volunteers are not permitted to take service users off trust premises without a member of staff accompanying them.