

Caring

Open

Responsible

Effective



Volunteer Agreement

As there is no remuneration payable in respect of this agreement it does not form a contract of employment, its status is simply that of an agreement between the parties.

HONORARY AGREEMENT

Volunteers are an important and valued part of Gloucestershire Care Services NHS Trust. We hope that you enjoy volunteering with us and feel part of our team. This agreement tells you what you can expect from us, and what we hope from you.

1. Parties to this Agreement

This agreement sets out the relationship between you (the volunteer) and Gloucestershire Care Services NHS Trust. The agreement is binding in honour only. It is not intended by the parties to be a legally binding agreement nor is it intended to create an employment relationship between us.

Volunteer's name

Address

.....

.....

Volunteer role

Location of role (base).....

Start date

Volunteer Supervisor

2. Working Hours and holidays

Please arrange your hours with your volunteer supervisor. You will be encouraged to take regular breaks, but please bring drinks and snacks with you, because depending on your volunteering role and base, refreshments are not always available. In your induction you will be shown where staff rooms and toilets are.

Please ensure your supervisor is aware of any planned absence and holidays so rotas can be drawn up accordingly.

3. Health and Sickness

If you are feeling poorly please do not come in to volunteer ~ inform your supervisor of your absence due to sickness as soon as possible and preferably prior to your normal commencement time. It is important that you do not come to volunteer if you have had vomiting/diarrhoea, or a sore throat, in the previous 48 hours.

Volunteering is open to all and we care about the wellbeing of our volunteers. You have already stated on your application form if you have a condition for which you would like us to make adjustments. Please let your volunteer supervisor know if anything changes or the support is not what you need. By signing this agreement you confirm that you have informed us of any health issues for which we might need to make adjustments.

4. Health & Safety

Health and Safety is the shared concern and responsibility of everyone and compliance with the rules around Health and Safety is a legal requirement for the Trust. By signing this agreement you are agreeing to follow the safety rules which you will be told at your induction and any local rules which your supervisor explains to you. If you have any questions on this speak to your volunteer supervisor.

We will:

- Risk assess tasks set out in the volunteering role descriptions and implement risk controls.
- Make sure all volunteers are aware of safe conduct and appropriate practice – training will be provided as part of induction and at update training sessions.

Volunteers will:

- Follow all of the health and safety rules which are explained during induction or during the course of your volunteering.
- Alert their Volunteer Supervisor or other staff members to any health and safety concerns they may have.

Insurance:

As a volunteer with Gloucestershire Care Services NHS Trust, you are covered by our insurance policy. This remains the case as long as you follow the advice above and operate in line with the Trust policies and procedures.

The tasks you can undertake are laid out in the role descriptions. No volunteer is trained, registered or insured to undertake clinical tasks; volunteers cannot perform clinical tasks. If you are unsure of any task please ask a senior member of staff or your volunteer supervisor.

5. Incident Reporting

If you discover a hazard, or are involved in an accident or sustain injuries on the Trust's premises or anywhere whilst you are on duty, you must report this to your volunteer supervisor or a senior manager as soon as possible. Volunteers should ensure that their volunteer supervisor completes the incident report.

6. Infection Control

Gloucestershire Care Services NHS Trust aim to improve the quality of patient care and the health of staff and volunteers by reducing rates and the potential spread of infection. We will therefore provide you with infection prevention and control training, and require you to understand the importance of hand washing and using the antibacterial gel provided. Please also encourage patients and visitors to use these facilities.

If you are unwell please do not attend your volunteering shift as stated above.

7. Confidentiality

Information relating to patient records, diagnosis and/or treatment of patients, staff records or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority.

You must also ensure that all correspondence, records etc are kept secure at all times and locked away at night. You must not take any correspondence, records etc. or equipment away from your workplace unless previously authorised by your manager. Breaches of confidentiality will result in the cessation of any volunteering arrangement.

In compliance with Data Protection Legislation and the Principles of Caldicott, all staff and volunteers within the NHS are bound by a Code of Confidentiality which covers manual and electronic data, including verbal communications. You have individual responsibility for safeguarding the security and confidentiality of information relating to patients; their relatives and carers and that of staff and your colleagues. Details from which a patient or member of staff may be identified or information of a sensitive or privileged nature must not be discussed or forwarded outside of the Trust without the consent of the person or for purposes that are exempt under Data Protection Legislation. At all times there will be compliance with the requirements of Data Protection Legislation.

Anybody who records information, whether on paper or by electronic means, has a responsibility to take care to ensure that the data recorded is accurate, timely and as complete as possible.

Records, including computer screens, should never be left in such manner that unauthorised persons can gain access. Written records containing person identifiable information must either be confidentially destroyed by placing in a confidential waste bin or retained in safe custody when no longer required. Computer screens should always be cleared and locked when unattended. A breach of Data Protection Legislation could result in criminal or civil action for damages against you.

8. Media

All communication with the media (for example, television, radio, newspapers) must be directed through the Communications office.

Please be careful when using social networking such as Facebook, Twitter or blogs. Please remember that as a volunteer of Gloucestershire Care Services NHS Trust you are a representative of our organisation, and the information put on these sites is going into the public domain. Personal blogs and websites should not be used to attack or abuse colleagues or patients. We advise that you make no specific reference to your volunteering on social networking sites. Please respect the privacy and feelings of others and remember that anything placed on social networks will be subject to the confidentiality rules above.

If you have any queries or concerns please talk to your Volunteer Supervisor, or the Communications team.

9. Safeguarding and Disclosure and Barring Service (DBS) checks

It is always unacceptable for a child or vulnerable adult to experience abuse of any kind and Gloucestershire Care Services NHS Trust recognises its responsibility to safeguard such individuals by committing to a practice which protects them.

Your attention is drawn to the Gloucestershire Safeguarding Vulnerable Adults Multi-agency Policy and Safeguarding Children Policy. You will be required to attend safeguarding training which will be part of your induction.

We may have also asked you to complete a DBS check if it is relevant to your volunteering role. In signing this agreement you agree to let us know if you acquire any criminal convictions, cautions or bind overs whilst you are volunteering with us and to immediately raise any concerns you may have regarding safeguarding with a senior member of staff. If, for any reason, you would rather not talk to your staff contact, please contact the Volunteer Co-ordinator.

10. Whistleblowing

If you find that any member of staff or volunteer is behaving in a way that is likely to bring the organisation into disrepute or cause financial loss, you should let your volunteer supervisor know immediately. If, for any reason, you would rather not talk to your staff contact, please contact the Volunteer Co-ordinator.

11. Problem solving

If you have any problems or complaints about your volunteering, please talk to your volunteer supervisor immediately. The organisation takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties. Copies of our Problem Solving Procedure are available from your Volunteer Supervisor or the Volunteer Co-ordinator.

12. Standards of Conduct

By signing this agreement you agree that you will:

- notify your volunteer supervisor if you ever feel that you are in a position which might be deemed to have a risk of conflict of interest between your private interests and your NHS voluntary activities.
- Treat all people with dignity and respect regardless of age, race, sexual orientation, religion or belief, gender, disability or marital status.
- Act appropriately whilst you are volunteering, in recognition that you are a representative of the Trust during this time.

Please note that Gloucestershire Care Services NHS Trust has a No Smoking Policy throughout all premises and grounds.

13. Performance

You will be offered regular review meetings with your supervisor to discuss your volunteering placement, any successes and problems, and receive any feedback from us. We will explain the standards we would like to achieve and encourage and support all our volunteers to achieve and maintain them.

14. Personal property

Gloucestershire Care Services NHS Trust does not accept responsibility for articles of personal property lost or damaged from any cause. You are advised to obtain personal insurance cover against all risks. Should you be required to use a personal motor vehicle in the course of your volunteering role it is your responsibility to ensure that you find out if your insurer has any conditions around volunteer driving. Information can be found at

www.abi.org.uk/Information/Consumers/General/Volunteer_driving.aspx.

Your Volunteer Supervisor will ask to see your documentation on a yearly basis.

15. Expenses

So that volunteers are not financially worse off through their voluntary involvement, Gloucestershire Care Services NHS Trust will reimburse volunteer expenses as follows:

- Transport costs to and from the place where the voluntary work is taking place. You will be expected to use the cheapest practical form of transport available.
- Any out of pocket expenses incurred during the volunteering – pre agreed by the budget holder.

Expenses forms are available from your Volunteer Supervisor and should be submitted on a monthly basis. Expense forms are to be signed and authorised by the local volunteer supervisor and the budget holder.

16. Induction and training

You will be expected to attend training, and you will be given information to help you successfully carry out your volunteering role. You will need to attend an induction programme, including induction training, information about the volunteering environment and any equipment you may be using in your role. If you choose to take on an additional or alternative role or activity as a volunteer, your staff contact will be happy to help you widen or develop your skills and knowledge accordingly.

You will be expected to attend mandatory training on a regular basis to keep you up to date in:
Health and safety (including fire awareness, moving and handling, infection control, conflict resolution)

Data protection and confidentiality

Safeguarding

By signing this agreement you confirm that you are willing to undertake the training which the Trust considers necessary for your role.

17. Notice Periods

No formal notice periods apply. However, volunteers contribute a great deal to the Trust, and so if you do decide to stop volunteering please let us know, preferably in writing so we can consider alternative arrangements. An informal exit interview will be offered to all volunteers when leaving their volunteer role by the Volunteer Supervisor or in certain circumstances by the Volunteer Co-ordinator.

Gloucestershire Care Services NHS Trust reserves the right to terminate a volunteer placement with immediate effect in the following circumstances:-

- breach of confidentiality
- breach of volunteer agreement
- other misconduct

We know that needs of services change over time. If this happens then Gloucestershire Care Services NHS Trust will review volunteer involvement and may move volunteers to other placements within the organisation, subject to the volunteer's agreement. If agreement cannot be reached, the placement will come to a natural end.

Policies associated with this document are available from Volunteer Supervisors and team managers on request. Large print, translated and Braille copies can also be made available. If you require any assistance or advice in reviewing or understanding any part of this agreement, or if you have any queries or concerns regarding its implementation or enforcement, or any suggestions for improvement, please do not hesitate to contact us.

Volunteer Co-ordinator
Gloucestershire Care Services NHS Trust
CareServicesVolunteers@glos.nhs.uk
0300 421 8363

Based at:
Edward Jenner Court,
Pioneer Avenue,
Gloucester Business Park,
Brockworth,
Gloucester,
GL3 4AW
Reception: 0300 421 8100

Agreement signature

Two copies of this agreement are enclosed. You are required to sign both copies and return one of the copies duly signed.

Any information arising from your placement with Gloucestershire Care Services NHS Trust may be held on paper or computer files and therefore falls within the provisions of the Data Protection Act 1998.

Signed on behalf of Gloucestershire Care Services NHS Trust: Name	Date Issued:
Position	

Form of Agreement	
I agree the terms set out above and acknowledge receipt of a copy of this agreement.	
Signed – Volunteer	Date

Emergency contact details

In the unlikely event of an emergency during your placement, please provide the details of whom you would wish the Trust to contact on your behalf.	
Next of Kin's Name	
Relationship	
Address	
Telephone Number:	
Home	
Work	
Mobile	

Please return a single copy of the signed agreement to your Volunteer Supervisor