

Volunteer Agreement

Please note that this is not a contract. However, it does set out what we expect from our volunteers and what you can expect from Voluntary Services at University Hospitals NHS Foundation Trust

What volunteers can expect from us:

- An appointed member of staff as a main point of contact who will support you, manage your tasks and answer questions whilst carrying out your volunteer role at the Trust
- Regular contact and support from our Voluntary Services team based at your main hospital site
- An ID Badge/Security Pass, a lanyard or pass holder and volunteer uniform (where applicable)
- Training and induction to prepare you for your volunteer role and ongoing guidance and support
- Refresher training courses, additional learning opportunities and insurance cover
- Frequent opportunities to feed back about your experiences volunteering with us
- To be treated equally and without discrimination
- For any issues, problems or concerns you face whilst volunteering to be addressed and resolved fairly and within a reasonable time
- Acknowledgement and recognition for your contribution as a volunteer
- Reimbursement of out-of-pocket expenses, in accordance with our volunteer expenses policy
- Opportunities to socialise and meet other volunteers and staff.

What we expect from our volunteers in return:

To follow our Patient First ethos in practice alongside all staff and demonstrate the Trust values of:

- Compassion
 - Communication
 - Teamwork
 - Respect
 - Professionalism
 - Inclusion
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- Carry out your volunteer role to the best of your ability
 - Complete all Statutory and Mandatory training as required for the role you are carrying out and any other training deemed necessary for your role and complete all updates as required
 - Complete any necessary checks including DBS disclosure and Occupational Health, where required and inform us if your circumstances changes in a way that might affect your DBS disclosure or your health declaration
 - Contribute to and share in the success of the team you volunteer with as well as the wider team of University Hospitals Sussex NHS Foundation Trust volunteers
 - Provide excellent customer service and strive to ensure that every patient or visitor has the best possible experience during their time in hospital
 - Recognise the importance of our patients, donors, and NHS staff in supporting the work of the Trust
 - Wear your volunteer uniform and ID whilst volunteering, ensure you are presentable, and adhere to any specific dress code that may be required for your volunteer role
 - Sign in each time you volunteer and keep the department/ward where you volunteer informed if you are unable to attend a volunteer session
 - Maintain communication with the Voluntary Services Department during your time as a volunteer, including responding to emails as required
 - Follow our health and safety procedures by:
 - being aware of your own and others' health and safety, reporting any incidents including safeguarding observations and concerns

Voluntary Services Policy

- respecting others and treating everyone equally, including patients, staff, visitors, supporters and other volunteers
- keeping information about our activities, patients and staff members confidential
- meet time commitments and standards agreed, and where possible give reasonable notice when unavailable, so other arrangements can be made

What volunteers should not do

- Assist with anything of a medical or nursing nature (e.g. blood pressure / observations/washing patients).
- Assist with deep cleaning of any kind, especially unknown substances and bodily fluids.
- Be alone inside closed curtains with a patient.
- Let anyone in or out of a locked ward without permission from a member of staff.
- Lift or help a patient to sit or stand up under any circumstances (always seek assistance from staff).
- Read through patients' medical files.
- Repair items of equipment.
- Take patients into the toilet cubicle.

What we ask from each volunteer

Communication If you are unsure about anything, please always check with the person in charge of your department or the Voluntary Services Manager.

Compassion

Everything we do aims to put our patients first. People can experience all sorts of difficult emotions and situations in our hospitals, so we ask you to treat everyone with kindness and understanding.

Confidentiality Whilst you are in hospital you might see and hear confidential things, including information about patient diagnosis and treatment, or staff records. You must not discuss it with any person except for relevant staff or share this information on social media. If you breach confidentiality your volunteering will be terminated.