

VOLUNTEER AGREEMENT

This Volunteer Agreement between you and the Trust sets out what we can each reasonably expect from your volunteering role with Nottinghamshire Healthcare NHS Foundation Trust.

1. VOLUNTEER ROLE

Your role as volunteer is _____
and starts on _____. We hope that you will usually be able to volunteer with us for at least six months so that we can each get the most from the volunteering experience.

We expect you to perform your role to the best of your ability and to follow our procedures and standards, including health and safety and equal opportunities, and to comply with our policy on Gifts and Hospitality.

2. INDUCTION AND TRAINING

We will provide an induction to you, which will cover the particular expectations of your volunteering role and the general expectations of a volunteer. We will also provide training to help you to meet the standards we expect from volunteers and to ensure your health and safety.

If you are paid travelling expenses for the use of a car you must be fit to drive and are required to have a valid driving licence, appropriate insurance cover to cover your duties as a volunteer, a valid MOT certificate for your vehicle and you must obey relevant driving standards and regulations for your safety and the safety of others.

You must comply with Trust policies and procedures including Health and Safety, Information Governance, Volunteering, Reimbursement of Expenses and Safeguarding. All policies are available to you on the Trust's intranet, at The Involvement Centres and can be printed for you by your Volunteer Support Officer.

3. VOLUNTEER SUPPORT

Your main point of contact during your volunteering with us is

_____.

You will have regular meetings with _____.

If you need any support or help at any other time, please contact them and they will try to meet with you as soon as possible. Please give

_____ as much notice as possible if you are unable to volunteer when expected.

4. BOUNDARIES WITH SERVICE USERS

- Volunteers will not engage in any personal care
- Volunteers must not engage in manual handling unless this is defined in your role description and you have carried out the relevant training
- Volunteers will not intervene in any potentially or actually confrontational incident, but immediately summon assistance from Trust staff.
- Volunteers will seek immediate assistance if they witness an accident, or incur an accident themselves.
- Volunteers must not divulge their personal telephone number or address to service users, carers, family members or on social media.
- Volunteers must inform the Placement Officer and/or Volunteer Support Officer if they know a service user, carer or family member.
- In order to maintain the safety and wellbeing of everyone volunteers like paid staff are not able to form personal relationships of any-kind with the service users. This protects you and the service user and enables Trust staff including volunteers to have a safe and therapeutic relationship with service users.

If at any time you feel that you need to discuss your therapeutic relationships please speak to your Manager.

- If a volunteer knows a service user or carer in the area where they are volunteering, they may be asked/or may ask to volunteer in another place.
- Volunteers should not engage in any financial or cash transactions with or on behalf of service users (patients, family, carers and visitors). Volunteers should politely refuse to accept offers of gifts from service users and/or their carers without the expressed advice of the Placement Officer and/or Volunteer Support Officer.

5. RESPECT

Volunteers are expected to treat patients, service users, family members, carers and staff with courtesy, respect and compassion at all times. This includes respecting patient, family and carer privacy, confidentiality and diversity. It also includes communicating with all

people, including staff, in a manner which is respectful, non-confrontational and professional.

If your behaviour is deemed to be disrespectful and/or unprofessional, your Placement Officer and/or Volunteer Support Officer will address this with you in the first instance, and this could lead to further investigation and a possibility of your volunteering role ceasing.

6. DUTY OF CARE

The Trust takes seriously its duty of care towards all volunteers. We want you to feel safe, comfortable and confident in undertaking your volunteering role.

In the event that we are concerned about your health and wellbeing, or we feel that you are currently unable to undertake your volunteering role safely, your Placement Officer and/or Volunteer Support Officer will speak to you in the first instance to offer you role-related support and agree what needs to happen next. We would encourage you to talk to us if you feel unwell, unsafe or uncomfortable while volunteering.

Where necessary, we will seek further support and advice as appropriate, for instance, from your emergency contact/next of kin or Care Coordinator. Please update us if/when these details change so that we can update our records.

We may suggest that you take a break in your volunteering while you recover, or while we address yours or our concerns. This should not be viewed as a judgement of your circumstances or as punishment; we do this with the best of intentions to ensure that you and the service users, family members and carers accessing our services remain safe and well supported.

You may be issued with a personal safety device (e.g. personal alarm) when volunteering. Please wear this at all times and report any loss/damage to the equipment to your Placement Officer and/or Volunteer Support Officer immediately.

7. SAFETY CHECKS

Most volunteering roles are subject to a Disclosure and Barring Service (DBS) check. If a check is required, you will not be able to undertake any volunteering for the Trust until a current certificate has been obtained and reviewed.

If you don't need a DBS check when you begin volunteering but your role then changes or you take on an additional role which requires a check we will arrange for a DBS check to be done as and when needed. DBS checks must be renewed every three years, and this can be done electronically.

If your circumstances change in relation to your health, criminal record, suitability to work with adults or children or any other aspect that may impact on your suitability to volunteer, you must inform your Volunteer Co-ordinator as soon as possible. A decision will be made promptly as to whether you are able to continue volunteering, whether we need to suspend your volunteering while we obtain more information, or whether the volunteering placement has to cease.

The Trust has an obligation under the Health and Safety at Work Act 1974 to provide safe and healthy working conditions and methods. You are required to co-operate with the Trust in discharging its responsibilities under the Act and other health and safety legislation and to take reasonable care for the health and safety of yourself and others. You must ensure that your volunteer duties do not take you beyond a 48 hour week on grounds of managing your own health and wellbeing, albeit that your volunteer duties do not constitute working time within the Working Time Regulations 1998.

8. EXPENSES

Expenses will only be met in those circumstances where you have received prior written authorisation that you are entitled to claim reasonable expenses, which must then only be claimed in compliance with the Trust's Reimbursement of Expenses to Volunteers policy (4.06).

All claims should be submitted for payment no later than one month following the month for which the claim relates. Claims submitted more than six months after the date to which they relate may not be paid (except in exceptional circumstances e.g. extended illness, on these occasion approval from the relevant Executive Director is required). As outlined in section 2 expenses will only be paid if the appropriate documentation is provided.

9. EMPLOYERS' LIABILITY INSURANCE COVER

We will provide employers' liability insurance cover for you while you are undertaking voluntary work approved and authorised by us.

10. INTELLECTUAL PROPERTY

The intellectual property (including but not limited to copyright) in any literary or other works created by you in the course of your engagement which are either published and/or attributed to you, will belong to the Trust. You are required to obtain the approval of the Trust in writing prior to creating any such literary or other works.

You hereby assign and will pay to the Trust by way of future assignment or payment all and any remuneration which you may receive from the commission, submission or publication of such works.

You will account to the Trust for all monies and receipts for such work and produce evidence of such payments as the Trust may reasonably require.

You may not make commercial use of services or products developed, or research undertaken, without the agreement of the Trust.

11. INFORMATION GOVERNANCE AND CONFIDENTIALITY

You must complete mandatory Information Governance training before commencing your volunteering.

In the course of providing your volunteering services, you may have access to confidential information relating to the Trust, its staff or service users. We expect you not to use or disclose this information to any person either during your volunteering experience with us or at any time afterwards, other than to authorised Trust staff. This includes not sharing information on any form of social media or with the press. Any breach of confidentiality will result in an investigation and the possible discontinuation of the volunteering placement.

In particular your attention is drawn to the following:

- Information regarding service users must not be disclosed either orally or in writing to unauthorised persons. It is particularly important that you should ensure the authenticity of telephone enquiries.

- Written records, computer records and correspondence pertaining to any aspect of the Trust's activities must be kept securely at all times.
- You must ensure that any computer systems which you use are protected from inappropriate access e.g. by ensuring that personal access codes are kept secure.
- Conversations relating to confidential matters affecting service users should not take place in situations where they may be overheard by passers-by, e.g. in corridors, reception areas, lifts and cloakrooms.

If it is necessary to share information in order to effectively carry out your duties, you must make sure that, as far as is reasonable, this information will be exchanged on a strictly 'need to know' basis, using the minimum that is required and be used only for the purpose for which the information was given. If unsure seek advice from your volunteer co-ordinator or the Trust's Caldicott Guardian.

12. TRUST PROPERTY

Unless authorised to do so, no material or goods belonging to the Trust should be removed from Trust premises or places of work. You must ensure that all Trust property is returned upon termination of your engagement in good order.

Please also ensure that whilst on Trust premises or when performing your volunteer role you wear your ID badge at all times.

13. YOUR PROPERTY

You will be responsible for your own property at all times and the Trust does not accept any liability for loss or damage to your property.

14. RAISING CONCERNS

You should be aware that the Trust has a Whistleblowing policy, and a Freedom to Speak Up Guardian. More information about this can be found on the intranet, or can be provided to you on request.

If you have any worries about risk to yourself or to a service user, their family or carer/s, during your volunteering, you should raise these at the earliest opportunity with your Placement Officer, Volunteer Co-ordinator, Freedom to Speak Up Guardian or anyone in a

senior role You must not hesitate to raise anything which concerns you, and it is important that you report these immediately.

15. DATA PROTECTION

By signing this Agreement you consent to the Trust holding and processing information about you for legal, personnel, administrative and management purposes. You consent to the Trust making such information available to regulatory authorities, potential or future employers, governmental or quasi-governmental organisations, in line with Data Protection Legislation.

16. EQUALITY

The Trust is committed to providing equal opportunities for all its staff, volunteers, patients and visitors and has a Single Equality Scheme that underpins this.

The Trust, and all employees and volunteers of the Trust, have a clear responsibility to promote dignity at work and set a cultural framework for behaviour, attitudes and practices which forms part of a wider strategy to promote equality and diversity in all aspects of service delivery and employment practices.

The Trust aims to ensure that no job applicant, employee, volunteer, service user, carer or member of the public is discriminated against, either directly or indirectly, in respect of age, disability, race, ethnic or national origin, gender, religion, beliefs, sexual orientation, marital/partnership status, social and employment status, gender identity, language, trade union membership or mental health status.

Discrimination or harassment of any kind against any person will result in this engagement coming to an end.

17. SMOKING/MISUSE OF SUBSTANCES

The Trust is a no smoking organisation and you must not smoke anywhere on site or when performing your volunteering duties.

Alcohol and drugs are prohibited at all times on any of the Trust's premises. If you are required to take personally prescribed medication this must be disclosed to your Placement Officer and/or Volunteer Support Officer at the outset of your placement.

18. SEARCHES

The Trust may conduct searches where theft is suspected or for alcohol or drugs on Trust premises, including but not limited to searches of lockers, filing cabinets and desks, bags, clothing, packages. Any suspected stolen goods, alcohol or drugs found as a result of a search will be confiscated and your volunteer placement will cease with immediate effect.

Volunteers with a role which takes place at Rampton High Secure Hospital will be subject to a search every time they enter the hospital.

19. LEAVING

We ask that you give us as much notice as possible if you want to stop volunteering with us. If you cease to volunteer with Nottinghamshire Healthcare NHS Trust, any personal information we hold relating to you will remain confidential and will be deleted/safely disposed of according to the Trust’s Information Governance and Data Protection policies.

20. STATUS OF THESE ARRANGEMENTS

This agreement is not intended to be legally binding. Neither of us intends any legal relationship to be created by these arrangements and the arrangements may be cancelled at any time at the discretion of either party. Neither of us intends any worker or employment relationship to be created either now or at any time in the future or any other kind of contractual relationship

Please acknowledge that you understand this agreement by signing, dating and returning this copy.

Volunteer signature:	
Volunteer name (please print):	
Named contact signature:	
Named contact name (please print):	
Date:	

[A copy should be provided to the volunteer, and the original signed agreement should remain on file in line with Data Protection Legislation.