

Purpose of this procedure:

The purpose is set out how appropriate roles for indirect volunteers will be identified and how Third Sector organisations to fill and support those roles will be identified, vetted and on boarded.

The Procedure:

NHS Lothian is committed to the development of a diverse range of meaningful volunteering placements and to working in partnership with Third Sector partners and indirect volunteers. NHS Lothian recognises the skills, knowledge and lived experience of Third Sector organisations and indirect volunteer roles can bring a strengths and diversity to NHS Lothian services that can be beneficial.

In order to ensure the safety of patients, families, staff and volunteers we need a procedure to ensure that the involvement of Third Sector organisations is both consistent and considered.

Involving indirect volunteers can be initiated in a number ways;

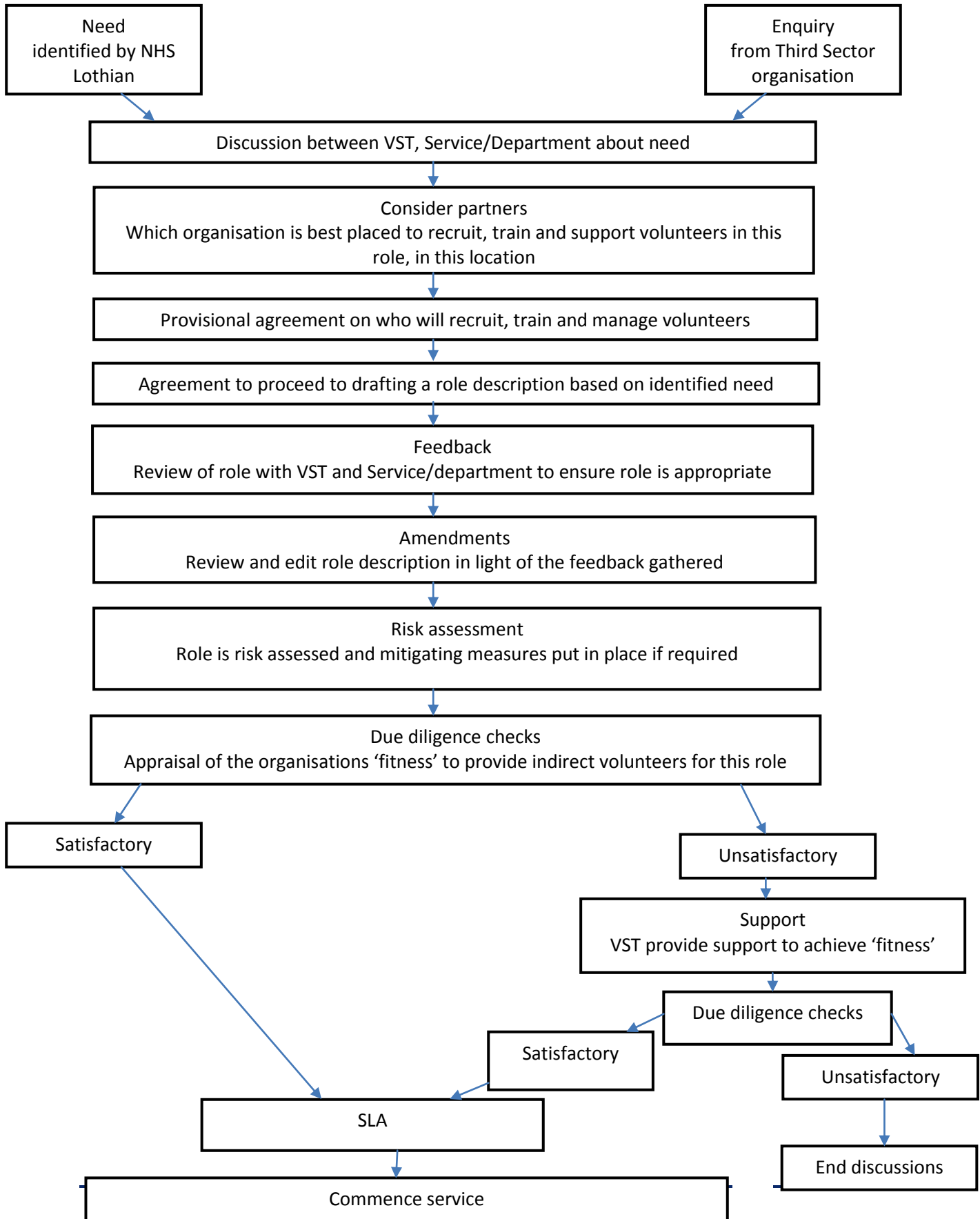
- An offer of support from a Third Sector organisation or individual
- A request for support from a service, team or individual staff member for support that is best met by through indirect volunteers
- As part of new service design

Discussions around the creation of volunteer roles should not be limited to what volunteers are already doing or to the skill and knowledge sets of existing volunteers. The discussion should begin with a blank piece of paper and address the following areas;

- What is the function of the service/team/individual?
- What does success look like for the service/team/individual?
- What barriers does the service/team/individual face in achieving goals?
- What would improve/make the experience easier for patients, carers and families?
- How could a volunteer add value/make a difference?

When considering if it is appropriate to involve indirect volunteers supported by a third sector organisation then these questions should be considered.

- What support is already being provided by direct or indirect volunteers?
- What skills, knowledge or lived experience is required for the volunteer role?
- What skills, knowledge and resources will be required to appropriately manage and support the volunteers? And who has them?
- Does a similar role exist elsewhere in NHS Lothian? And if yes, how is that managed?



Associated materials/references:

- Volunteering in NHS Lothian Policy
- Volunteer role procedure
- Volunteer recruitment procedure
- Volunteer performance management procedure
- Volunteer role description template
- Volunteering Well – NHS Lothian Volunteering Strategy 2018-2023
- Volunteer Induction Training Materials

Appendix 1, Volunteer role description template:

Role title	
Purpose of role	
Where?	
When?	
Tasks to be undertaken	
Tasks not to be undertaken	
Skills, attitudes and experience	
Disclosure Check level	
Support/supervision	
Expenses	
How to apply/what happens next	
Created by	