

Volunteering in NHS Lothian Policy



Title:

Volunteering in NHS Lothian Policy

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Version Control

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2019	Head of Volunteering	v2.2	Policy development, and support the implementation of the Volunteering Well strategy
Jan 2020	Head of Volunteering	v3.0	Approved by the Policy Approval Group
Jan 2024	Head of Volunteering	v3.1-2	Under review
March 2024	Head of Volunteering	v4.0	Approved by the Policy Approval Group

Executive Summary

Volunteering is transformational for all: for the volunteer, for the beneficiary and for the community. There is a long history of volunteer involvement in NHS Lothian with volunteers contributing to the board in a wide variety of ways. This policy sets out NHS Lothian's commitment to best practice in the recruitment and support of volunteers and the role of staff in supporting volunteer good practice.

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1.0 Purpose

The purpose of this policy is to:

- Formally acknowledge the contribution of volunteers across NHS Lothian.
- Encourage and enable the involvement of volunteers in all areas of our work.
- Encourage and enable best practice in volunteering.
- Encourage and enable individuals from all sections of the community to volunteer.

2.0 Policy statement

Volunteering in NHS Lothian will be an exemplar of best practice. Impactful and creative volunteer placements will be facilitated to add value to patients, staff, visitors and volunteers. Placements will be well designed and supported enabling maximum impact for all involved thus ensuring patient safety and positive outcomes at all stages.

3.0 Scope

This policy applies to all functions, services and departments where volunteers are placed or could be placed.

The Volunteering Policy and the associated materials are intended primarily for use by NHS Lothian employees and volunteers. A commitment to the principles contained within the policy would also be expected from Third Sector organisations whose volunteers perform roles within NHS Lothian. However, the Board respects the independence of these voluntary organisations and recognises that they are responsible for the management of volunteers working on specific projects.

This policy does not apply to honorary contracts, work experience or student placements which have their own specific policies and associated materials.

4.0 Definitions

Volunteer – “A person who gives freely and willingly of their time to help improve the health and wellbeing of patients, users, (and their families and carers) of the NHS in Scotland”, Strategy for Volunteering in the NHS in Scotland CEL 10 (2008)

5.0 Implementation of roles and responsibilities

The implementation of the policy is led by the Voluntary Services Team supported by relevant and appropriate programme boards. Key to the successful implementation of the policy is an awareness of the Voluntary Service Team and the roles of NHS Volunteers across NHS Lothian.

5.1 NHS Lothian Board

NHS Lothian Board is responsible for ensuring the safety of patients who come into contact with volunteers and the safety of all of NHS Lothian's volunteers whilst carrying out their duties.

5.2 Executive Lead – Executive Nurse Director and Deputy Nurse Director, Corporate Nursing

The Executive Lead has responsibility for overall governance of Volunteering in NHS Lothian.

5.3 Strategic Lead – Head of Volunteering

The Strategic Lead is a member of the NHS Scotland Volunteering Advisory Board. The strategic lead has responsibility for communication and engagement with the Volunteering in NHS Scotland National Programme contribution to the development of national strategy and local for volunteering in Health and Social Care.

5.4 Head of Volunteering

The Head of Volunteering will be responsible for monitoring and reviewing the policy and associated materials and practice to ensure they are fit for purpose and enable active and potential volunteers to be placed in appropriate roles that add value and maximise impact.

5.5 Voluntary Service Managers

Voluntary Service Managers have a responsibility to ensure that they consistently apply this policy and the related procedures.

5.6 All NHS Lothian Staff

It is the responsibility of all NHS Lothian staff to be aware of the added value that volunteering roles bring to patients, families, volunteers and teams. Staff must also be aware of the Voluntary Services Team and involve them in the creation of volunteering roles, and the recruitment, training, placement and support of volunteers.

5.7 All NHS Lothian Volunteers

All NHS Lothian Volunteers must be aware of this policy, observe the processes and procedures set out in the policy, and the associated materials as explained at induction.

6.0 Associated materials

[Volunteer Recruitment Procedure](#), approved by SMT, March 2020

Volunteer Role Creation Procedure, approved by SMT, July 2020

[Volunteer Expenses Procedure](#), approved by SMT, February 2024

[Managing Volunteer Conduct Procedure](#), approved by SMT, July 2020

[Volunteering in NHS Lothian: An induction handbook for volunteers](#)

[Working with Volunteers: A summary guide for NHS Lothian staff](#)

[Volunteering in NHS Lothian – Sample letter to insurance company](#)

[Volunteer Expenses Claim Form](#)

[Volunteering in NHS Lothian – List of cash offices](#)

[Indirect Volunteering Policy](#), approved by the Policy Approval Group, October 2020

[Indirect Volunteering and Third Sector Procedure](#), approved by SMT, July 2020

NHS Lothian Volunteer Induction Training Materials

[Bullying and Harassment Policy, NHS Scotland Workforce Policies](#)

[Whistleblowing Policy, NHS Scotland Workforces Policies](#)

7.0 Evidence base

- Volunteering for All: a national Framework – Scottish Government (April 2019)
- The contribution of Volunteering to Scotland’s Health and Wellbeing – Volunteer Scotland (Nov 2019)
- Volunteering, health and wellbeing – Volunteer Scotland (Dec 2018)
- The role of volunteers in the NHS. Views from the front line – The Kings Fund (Dec 2018)
- Volunteering in health care; securing a sustainable future – The Kings Fund (March 2013)
- Volunteering in Edinburgh 2017 – Volunteer Edinburgh (Nov 2017)
- Volunteering Well – NHS Lothian Volunteering Strategy 2018-2023 (Aug 2018)
- [Fit for the Future – NHS Lothian Volunteering Strategy 2023-2028](#) (April 2023)
- NHS Lothian volunteer impact survey – NHS Lothian (January 2023)
- NHS Lothian volunteer experience survey – NHS Lothian (July 2023)
- Scotland’s Volunteering Action Plan – Scottish Government (June 2022)

8.0 Stakeholder consultation

Draft versions of this policy were made available for consultation to the Volunteering Well Strategic Implementation Group, the Volunteering Well Operational Group, the Voluntary Services Team, and the Volunteer Reference Group.

9.0 Monitoring and review

This policy will be reviewed every three years unless there are any changes in our processes or in legislation. The Head of Volunteering will ensure that key staff are made aware of the reversion of the policy and the Voluntary Services Team will refer to policy and associated materials when carrying out their roles.