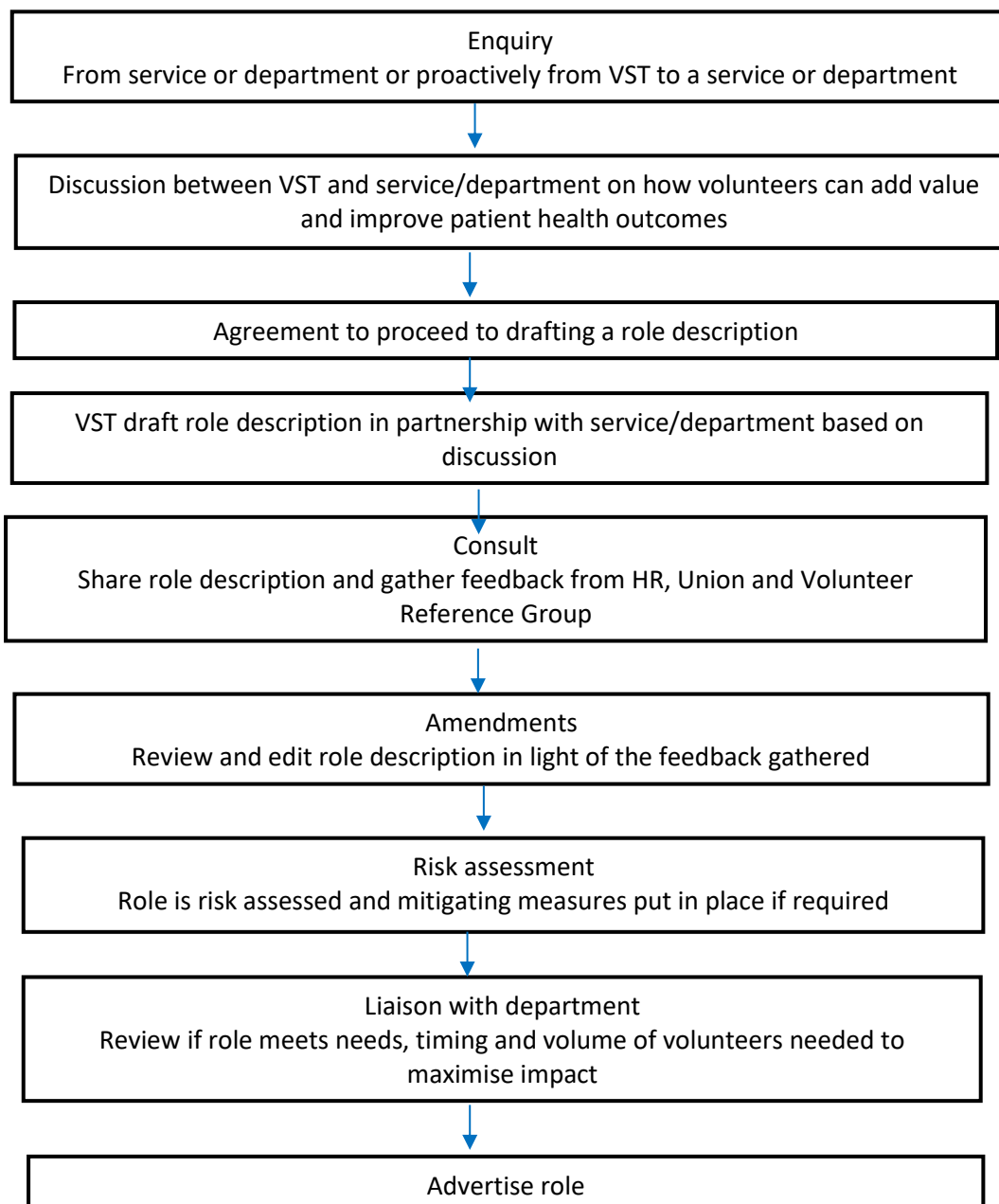# Volunteer Role Development Procedure

Purpose of this procedure:

The purpose is to ensure that there is consistency and transparency in the development of new volunteer roles and to ensure that roles are developed collaboratively between the Voluntary Services Team and services/departments.

The Procedure:

NHS Lothian is committed to the development of a diverse range of meaningful volunteering roles that bring added value to patients, families and staff and are fulfilling for volunteers. In order to do this while ensuring quality, equity and safety we need a procedure to ensure this is done consistently.

> **Enquiry**
> From service or department or proactively from VST to a service or department

↓

> **Discussion** between VST and service/department on how volunteers can add value and improve patient health outcomes

↓

> Agreement to proceed to drafting a role description

↓

> VST draft role description in partnership with service/department based on discussion

↓

> **Consult**
> Share role description and gather feedback from HR, Union and Volunteer Reference Group

↓

> **Amendments**
> Review and edit role description in light of the feedback gathered

↓

> **Risk assessment**
> Role is risk assessed and mitigating measures put in place if required

↓

> **Liaison with department**
> Review if role meets needs, timing and volume of volunteers needed to maximise impact

↓

> Advertise role

Volunteer Role Development Procedure

The Voluntary Service Team proactively seek to create volunteer roles which support added value for patients, carers and families, that support staff to maximise their impact and enable volunteers to make a meaningful contribution but also welcome requests for support from NHS colleagues.

The process of new role development can be initiated in a number ways;

- A request for support from a service, team or individual staff member
- The Voluntary Service Team approaching a service, team or individual to explore how volunteers could add value
- As part of new service design
- If a potential volunteer has a specific skill or knowledge set and wishes to use it

Discussions around the creation of volunteer roles should not be limited to what volunteers are all ready 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?
- What is the service/team/individuals knowledge of NHS Volunteer Team?

If these questions highlight areas that volunteers could add value then the Voluntary Service Team in partnership with service/department colleagues will move on to draft a role description (appendix 1) if not then further discussions may be had.

The draft volunteer role description will be shared with interested parties including the Volunteer Reference Group, Human Resources and the Union Representative for comment. Interested parties will be reflecting on the following areas before giving their feedback.

- Is the volunteer role appropriate?
- Will the volunteer role replace a paid role?
- It is realistic to recruit volunteers to the role?
- Will volunteers enjoy this role/will it be easy to retain volunteers in this role?
- What support and training will volunteers in this role need?

Once consultation has taken place a revised role description will be completed and the role will be risk assessed (appendix 2). Once the risks have been reviewed and mitigated then final discussions with the service/team/individual will take place with the view to the role being advertised and volunteers recruited. If the risk assessment presents issues that cannot be mitigated the Voluntary Services Team will liaise with the service/team/individual to explore alternatives to the initial role.

Volunteer Role Development Procedure

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 the role	
Where	
When	
Tasks to be undertaken	
Skills, Attitudes and Experience needed	
Support /Supervision	
Expenses	
How to apply / what happens next	
Created, by whom	

Volunteer Role Development Procedure

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Appendix 2 , Volunteer role risk assessment:

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ID:

Risk Assessment

Refer to your Summary of Risks and complete forms as required, including those that are adequately controlled but could be serious in the absence of active management. The Action Plan and reply section is to help you pursue those requiring action.

Name of Assessor:		**Post Held:**	
Department:		**Date:**	

Subject of Assessment: *E.g.: hazard, task, equipment, location, people*

Hazards *(Describe the harmful agent(s) and the adverse consequences they could cause)*

Description of Risk
Describe the work that causes exposure to the hazard, and the relevant circumstances. Who is at risk? Highlight significant factors: what makes the risk more or less serious – e.g.: the time taken, how often the work is done, who does it, the work environment,

Existing Precautions

Level of Risk - Is the control of this risk adequate?

Give more than one risk level if the assessment covers a range of circumstances. You can use the 'matrix' to show how 'likelihood' and 'consequences' combine to give a conclusion. Also, be critical of existing measures: if you can think how they might fail, or how they could be improved, these are indications of a red or orange risk.

Current risk level   🟩   🟨   🟧   🟥

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Given the current precautions, and how effective and reliable they are, what is the current level of risk? Green is the target – you have thought it through critically and you have no serious worries. Devise ways of making the risk green wherever you can. Yellow is acceptable but with some reservations. You can achieve these levels by reducing the inherent risk and or by effective and reliable precautions.

High (Orange) or Very High (Red) risks are unacceptable and must be acted on: use the Action Plan section to summarise and communicate the problems and actions required.

Also, do your conclusions have implications for any of the following?

Monitoring

Describe the checks you will do to ensure the precautions (existing and new precautions) are implemented and are effective.

Maintenance

If safety depends on equipment working correctly, does it need regular maintenance? If so, describe how it will be maintained and where the maintenance records are kept. Ensure this is noted in the Maintenance section of your Template.

Health Surveillance

If a regular check on exposed staff/volunteers might help in detecting and preventing health effects, and such effects are reasonably foreseeable in your circumstances, discuss with Occupational Health and describe what surveillance is to take place. (Names and results are confidential - do not record here)records are kept. Ensure this is noted in the Maintenance section of your Template.

Communication with Staff

Record here the important messages for staff and volunteers (nature of risk, procedures to follow, etc). How will you communicate these messages? Do not duplicate the **Communications** section in the Template; cross-refer as required.

Action Plan (if risk level is **High (Orange)** or **Very High (Red)**

Use this part of the form for risks that require action. Use it to communicate, with your Line Manager or Risk Coordinator or others if required. If using a copy of this form to notify others, they should reply on the form and return to you. Check that you do receive replies.

Describe the measures required to make the work safe. Include hardware – engineering controls, and procedures. Say what you intend to change. If proposed actions are out with your remit, identify them on the plan below but do not say who or by when; leave this to the manager with the authority to decide this and allocate the resources required.

Proposed actions to control the problem List the actions required. If action by others is required, you must send them a copy	By Whom	Start date	Action due date

Action by Others Required - Complete as appropriate: (please tick or enter YES where appropriate)

Report up management chain for action	
Report to Estates for action	
Contact advisers/specialists to:	
Comment on severity of problem	
Propose workable precautions	
Support need for action	
Communicate more widely	
Alert your staff to problem, new working practice, interim solutions, etc	

Assessment completed - date:

Review date:

Volunteer Role Development Procedure

Step 5: Review Table			
Date **(dd/mm/yy)**	**Reviewer**	**Reasons for review**	**Approved/Not Approved by** **(dd/mm/yy)**