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You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: www.salisbury.nhs.uk/FriendsFamily or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: patient.information@salisbury.nhs.uk if you would like a reference list.

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Volunteering

Valuing volunteers (page 1 of 3)

We have a very successful volunteering programme providing practical help to patients and visitors, which complements the work of paid staff.

Volunteers provide extra support to patients, just as family members or friends might do. Volunteers come from all walks of life in the community we serve.

Volunteers do not carry out (or shadow) clinical work or short-term work-experience placements. If you are interested in work experience or a shadowing placement please ask for a leaflet.

What is Volunteering?

Volunteering is defined as “any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives”. Central to this definition is the fact that volunteering must be a choice freely made by each individual. This can include formal activity undertaken through public, private and voluntary organisations as well as informal community participation.

Can I volunteer?

We would like to hear from you if you are:

- over 16 years of age
- good at interacting with people
- enjoy helping others
- want to develop your own skills in dealing with other people.

We ask all volunteers to commit to doing at least three hours a week for at least 26 weeks, in order for long-lasting and meaningful roles to be created.

Why volunteer?

People choose to volunteer for many reasons. Becoming a volunteer allows you to

- give something back to the hospital after you or a family member have been treated here
- contribute to your local community
- demonstrate your existing skills and/or further your personal development

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- put to good use your work-related and people skills if you are retired
- make career choices, particularly if you are thinking of a career in the NHS. A number of our volunteers go on to study medicine or nursing, or to gain other employment in the health and social care sector.

What do Volunteers do?

Examples of current volunteering roles include:

- **Ward Visitors**

help make patients' hospital stay more comfortable by chatting, listening, reading, running an errand, as well as help with activities such as games, singing and general stimulation for elderly patients on the wards

- **Hospital Guides**

work across the hospital escorting and giving patients and visitors directions

- **Chaplaincy Volunteers**

offer spiritual, religious, pastoral and practical support to patients of all beliefs. This is more of a listening and responding role rather than about religion or belief.

- **Radio Odstock**

visit patients on the wards to collect music requests. Help find the tracks from the music library and produce the programme to be broadcast.

- **Clerical duties/reception duties**

help staff with clerical duties such as photocopying, answering the telephone, filing, running errands. Reception duties can include the same but also booking patients in on arrival and directing them to the appropriate waiting area.

Is there any training?

All our volunteers are required to attend our volunteer training programme which enables them to have an understanding of what the Trust expects from them. They also receive day-to-day support from the people leading their team.

Volunteer uniform

Volunteers are required to comply with Trust Dress Code Policy 'Bare Below the Elbow'. All volunteers must be suitably dressed for their role. All volunteers will be provided with either a polo shirt or tabard. We will discuss this further at your interview.

Our Values and Behaviours

There are four core values which influence a further three key areas. Each key area has described behaviours that demonstrate those values and are what other staff, volunteers and the Trust as a whole, would be expecting to see in practice.

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The core values and a description of the three supporting areas are as follows:

Patient Centered and Safe:

This centre's on patient safety, team work and continuous improvement.

Professional:

This focuses on being open and honest, efficient and acting as a good role model.

Responsive:

The expectation here is that staff will be action orientated, with a "can do" attitude and that they innovate, take personal responsibility and listen and learn.

Friendly

We would expect staff to be welcoming, treat people with respect and dignity and value others as individuals.

Volunteer recognition/events

Events

We hold two annual events for all volunteers which gives you the opportunity to meet other volunteers. In the summer is 'Volunteers Day' and during December is 'Mince & Mingle'.

Awards

Volunteers can be nominated to receive the 'Governors' Volunteer Award' presented at the annual Staff Awards, and we also recognise one 'Young Volunteer' at the Volunteers Day event.

How do I volunteer?

Submit your application and we will contact you to arrange an appointment to come and meet us. This is when we will talk in detail about what you can expect from us and what we would expect from you.

We have to complete the same pre-employment checks for all our volunteers as we do for paid members of staff. So, before you start, you must provide satisfactory references, pass Disclosure and Barring (DBS) checks and clearance Occupational Health.

The recruitment process takes about 8 weeks, from receipt of your application.

We will then offer you a placement and book you onto our training programme, which is usually completed within your first three months as a volunteer.

How do I contact Voluntary Services?

If you have any queries about volunteering programme, the training we offer or how to apply, please email volunteering@salisbury.nhs.uk or call 01722 336262 Ext 4026.

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