

WELCOME TO VOLUNTEERING AT NUH

Volunteers are vital and valued members of Team NUH. We believe having volunteers at Nottingham University Hospitals NHS Trust (NUH) further enhances and enriches the service provided by our staff. The extra support and time volunteers are able to offer installs an extra dimension to the care we proudly provide.

Our volunteer aim is to:

‘Provide a personal service which compliments the provision of clinical care for patients served by ‘Nottingham University Hospitals’

Individuals are welcome to join NUH in a range of volunteering opportunities, participating within one or more of our three campuses with a **minimum six months agreed placement offer**. We have diverse volunteering roles on offer, from Meet and Greet volunteers, Meal Time Ward assistants, Spiritual and Pastoral Care Roles, Hayward House Day Case and Ward Assistance to Patient and Public Involvement Volunteering Groups.

NUH is an acute Trust that provides a range of services to our local communities. Our patients have individual needs and many are vulnerable. We therefore have strict volunteer recruitment conditions that consist of:

- A volunteer application
- We request two references for each volunteer, one professional reference and one character reference
- All patient-facing volunteers undertake a Disclosure and Barring check (which is free for volunteers)
- Current Visa work status check
- Occupational health check
- Mandatory training based on the type of volunteer role undertaken
- Volunteer induction and offer of a volunteer shadowing placement

Please note Volunteer recruitment can take between 10 to 15 weeks to complete

The Trust holds the right to withdraw any volunteering application at any time or withdraw any current offer of volunteering should this be deemed necessary under the terms of our policies or behaviour standard guidelines.

All applications submitted either by paper or electronically will be processed via our online e-mail notification process. All potential candidates are required to supply a working e-mail address on their application for further processing. Our Voluntary Services department can offer further advice and support with this process as needed.

SECURITY

Successful volunteers will be issued with an identification badge which bears their photograph, name and identifies them as a volunteer. **This must be worn at all times while on duty as a volunteer** or when representing the Trust off-site.

UNIFORM

Volunteers will be supplied with and must-wear uniforms as appropriate for the area they are volunteering within.

SIGNING-IN

Each time a volunteer attends NUH to do voluntary work, they must sign in and out at the designated point shown to them on induction. If a volunteer is unable to attend, it is important to let the volunteering department know as soon as practicable. The telephone number of your department is on the back of this leaflet.

MEAL VOUCHERS

Meal vouchers are available for volunteers who volunteer for four hours or more per day. Details of issue will be supplied at your induction.

OUT OF POCKET EXPENSES

It is unreasonable to expect volunteers to be out of pocket because of their involvement in volunteering at NUH. The reimbursement of out of pocket expenses has in the past enabled individuals to be able to fund their journeys to the hospital to undertake voluntary work. Details of how to claim will be supplied at induction.

ADDITIONAL INFORMATION

Other useful information about the facilities at NUH and relevant policies and procedures is contained in the 'Volunteers Information Pack' issued at interview. Please read this and if you have any queries, please do not hesitate to come to the office and ask.

