

The top section of the cover features a solid dark blue background. In the upper left corner, there are several overlapping, slanted rectangular bars in various shades of blue, ranging from a deep navy to a bright cyan. Thin, light blue diagonal lines are scattered across the background.

VOLUNTEERING IN THE STATE HOSPITAL

The middle section has a light blue background. It is decorated with numerous colorful, elongated, teardrop-shaped rays radiating outwards from behind the text. The rays come in various colors including white, light blue, yellow, orange, pink, and dark blue.

VOLUNTEER WITH US!

A handbook for Volunteers



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Welcome

Welcome to the State Hospital, and thank you for your interest in volunteering with us. Volunteering not only benefits individuals but also enriches organisations and strengthens our broader community. We warmly welcome individuals of all ages, backgrounds, and cultures to join us. This handbook has been carefully crafted to equip you with essential information about volunteering with us, ensuring that you can engage in a safe and informed manner.



Why volunteer?

Volunteering presents a multitude of benefits and opportunities for those involved. Volunteers play a crucial role in extending and enriching our services, making a substantial and invaluable contribution to our work. You'll have the chance to engage in various settings that offer flexibility and creativity in volunteer involvement. This approach fosters collaboration among patients, volunteers, and staff within a secure and accountable framework, ensuring a fulfilling experience for all involved.

Who can volunteer?

The State Hospital proudly operates a volunteer program that actively encourages applications from all members of our diverse community, regardless of disability, ethnicity, or sexual orientation. If you have a disability, rest assured that we are committed to accommodating your needs and making reasonable adjustments to ensure your full participation and involvement. Your unique perspectives and contributions are valued and welcomed as we strive to create an inclusive and supportive environment for all volunteers.



While we recognise how valuable volunteering can be for young people, the Organisational position, based on current risk assessment, is that we are unable to place under 18s within clinical roles.

The Person Centred Improvement Team are unable to organise shadowing or work experience placements.

How do you become a volunteer?

If you're interested in becoming a Volunteer with the State Hospital, look on the Volunteer section of our website. All available roles will be advertised here with a comprehensive role descriptor explaining everything you need to know. Under each role there is a link to *Apply Now* and this will allow you to complete the online application form.

If you have any general enquiries then you can reach out to the Person Centred Improvement Team via email at tsh.PersonCentredImprovementTeam@nhs.scot. If you prefer speaking directly with a team member, you can contact Leanne Tennant, our Person Centred Improvement Advisor, at Leanne.Tennant@nhs.scot or by phone at 01555 842072. Our team is here to address any queries you might have, provide information on current volunteering opportunities, and guide you through the entire process from interview to placement. For detailed insights into our volunteer recruitment process, please refer to 'How do we recruit volunteers?'

What do volunteers do?

Volunteers play a crucial role in providing additional support to our patients, a role that is distinct from that of paid staff. We don't view volunteers as replacements for staff, but rather as valuable complements to our existing services. Their presence allows us to cultivate unique relationships and opportunities for patients, offering experiences that may not be readily available through regular staff interactions. Volunteers are valued members of our healthcare community, contributing their time and skills to enhance the quality of care our patients receive.



Working in close collaboration with our staff, volunteers ensure that patients not only receive high quality care but also feel genuinely supported throughout their journey.

What do volunteers not do?

Volunteers at the Hospital are assigned distinct roles that differ from those of staff members, and they will not be tasked with responsibilities typically handled by employees. We take proactive measures to ensure clarity regarding the boundaries of volunteer roles and to cultivate positive working relationships between volunteers and staff.

Volunteers are not involved in the following tasks:

- Assisting with patient personal care or escorting patients to the WC.
- Engaging in moving and handling activities unless they have received the requisite training.
- Accessing confidential data or records.
- Performing tasks such as changing bed linens or cleaning work areas.
- Answering telephones or undertaking administrative duties unless these tasks are explicitly outlined in their volunteer role.

If there are any uncertainties regarding volunteer responsibilities, we encourage individuals to seek clarification. We prioritise the wellbeing of both our volunteers and our patients, and clear communication is essential in maintaining a safe environment.

What do we expect from you?

- **Regular commitment:** We appreciate your commitment to maintaining a consistent volunteering schedule.
- **Advance Notice:** If you're unable to attend, please provide us with as much notice as possible.
- **Trustworthiness:** We rely on your trustworthiness in all interactions.
- **Maintaining Boundaries:** It's important to maintain appropriate boundaries in relationships with patients, staff and volunteers.
- **Participation:** Your active participation in meetings and support sessions for volunteers is highly valued.
- **Adherence to Policies:** Please adhere to the State Hospital's policies relating to volunteers and comply with agreed lines of accountability.



What should you expect from us?

- **Appreciation and Respect:** You'll receive appreciation, respect, and recognition for your valuable contribution.
- **Understanding:** We'll ensure you understand your rights and responsibilities as a volunteer.
- **Safety:** *Your safety is paramount, and we provide safe working conditions.*
- **Support and Supervision:** Clear lines of support and supervision will be provided.
- **Information and Training:** You'll receive relevant information, training, and opportunities for personal development.



Interested in a new volunteering role?

If you have a new volunteering idea or wish to explore different opportunities, feel free to contact Leanne Tennant, Person Centred Improvement Advisor, at Leanne.Tennant@nhs.scot or call 01555 842072. We encourage open communication and value your input.



How do we recruit volunteers?

We follow established procedures to ensure fairness and consistency in recruiting volunteers across our organisation. All volunteering opportunities are advertised on the State Hospital website and social media platforms. We create role descriptions for each opportunity, clearly outlining roles and responsibilities. The recruitment process includes identifying suitable candidates and matching them with appropriate roles, ensuring a good fit.

What support is offered?

Upon joining, you'll be assigned a local manager who will provide guidance, introduce you to relevant staff, and address any questions or concerns you may have. You'll also receive a uniform and ID badge for identification during volunteering activities.



What training is provided?

All volunteers undergo personal safety and induction training, covering essential topics such as communication, confidentiality, and health and safety. Role specific training will be provided as needed to support your volunteering activities.

How do we manage confidentiality?

As a volunteer, you'll handle sensitive information with utmost confidentiality. Breaches of confidentiality are not tolerated and may result in termination of your volunteer placement. Personal data collected during the application process is handled with care and used solely for programme administration purposes.

How do we ensure your health and safety?

Your safety is paramount, and we encourage reporting of any incidents or concerns to your local manager immediately. Risk assessments are conducted to ensure the safety of all parties involved in volunteering activities.



Can volunteers claim expenses?

We understand that volunteering may involve certain expenses, and we aim to ensure that you're not out of pocket for costs associated with your agreed volunteering activities. You can claim the following types of expenses:

- **Travel:** Expenses related to traveling to and from your place of volunteering prior to commencing your volunteering shift as well as travel during your volunteering activities.
- **Refreshments/Meals:** If your volunteering commitment exceeds five hours and refreshments or meals are not provided, you can claim the cost of refreshments/meals as per policy.



To claim agreed out of pocket expenses, please complete a claim form and attach any relevant receipts. Your named contact or Volunteering Manager will provide you with the necessary form and information on where to submit it.

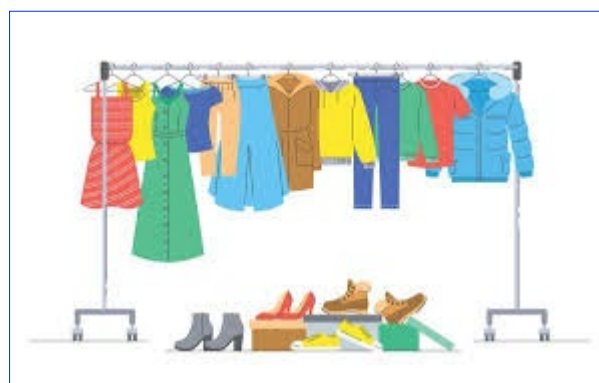
Volunteers are covered by Public/Product Liability and Professional Indemnity insurance provided by the NHS, ensuring appropriate coverage during volunteering activities.

What about car insurance?

The State Hospital will not accept responsibility for uninsured losses occurring during travel to and from your volunteering role.

What does a volunteer wear?

Maintaining a professional appearance is important while volunteering. You will be provided with a polo shirt clearly identifying you as a volunteer. Additionally, please ensure that long hair is tied back, and nail varnish is removed for hygiene and safety purposes. This dress code helps maintain a professional and cohesive environment within the hospital.



Can a volunteer use a mobile phone?

Mobile phones are not permitted into the State Hospital therefore you will not be able to use these onsite. You will be asked to provide emergency contacts details so that we can contact someone on your behalf in the event of an emergency. In addition, you will be provided with a Hospital contact number should someone need to get in contact with you during your volunteering role.



What should you do if you can't attend your shift?

While we expect volunteers to fulfil their commitments, we understand that unforeseen circumstances may arise. If you're unable to attend your placement, please notify your local manager or the relevant area where you volunteer.

In cases of illness such as sickness or diarrhoea, volunteers should refrain from attending their placement until they have been symptom-free for 48 hours.

If you're feeling unwell, such as experiencing a cold, sore throat, or cough, it's important to consider contacting your local manager to inform them that you won't be coming in. Some mild illnesses can pose serious risks to our patients, so please return to your role only when you feel well enough to do so.



Who to contact with placement concerns

We strive to ensure that volunteers have a positive and supportive experience. If you have any concerns that cannot be addressed by your colleagues or staff at your placement site, feel free to reach out to Leanne Tennant, Person Centred Improvement Advisor, via email at Leanne.Tennant@nhs.scot or by phone at 01555 842072.

How to resign from volunteering

If you need to take a prolonged absence from volunteering due to personal or work/university commitments, please inform the Person Centred Improvement Advisor.

Should you decide to discontinue volunteering, we appreciate receiving as much notice as possible. Please remember to return your badge and complete our exit questionnaire, which provides valuable feedback to the Person Centred Improvement Team regarding your volunteering experience.



September 2024



**VOLUNTEER
WITH US!**

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