

# Volunteer Handbook



Therapeutic Care Team

# Welcome to the Therapeutic Support Volunteer Programme

*Dear Volunteer,*

Thank you so much for choosing to become part of our Therapeutic care volunteer community at South Tees NHS Foundation Trust.

We are delighted to welcome you as a volunteer and absolutely appreciate every minute you give to help us improve our patient, staff and families experience.

We want to use your ideas to influence our decisions in what services we can offer to our patients and ensure that patients have an opportunity to have a therapeutic connection with us.

Volunteers are right at the heart of our organisation and bring so much kindness and positivity.

We want to grow our volunteer community to ensure more people get involved and also to ensure our volunteers reflect the diversity of the local community.

There are many different roles for you to get involved with and these are described in more detail within this Handbook.

Your contribution will be extremely valuable and we sincerely welcome you to Therapeutic Care.

Debi McKeown

**Lead Nurse, Therapeutic Support**

# Who are Therapeutic Support @ South Tees?

The Therapeutic Support Programme @ South Tees Hospitals NHS Foundation Trust is a growing community of Staff, Volunteers and Work Experience Students providing valuable therapeutic support to patients, visitors and staff throughout the Trust.

Throughout all activities provided by the therapeutic support team, the patient remains at the centre of everything we do. All engagement is underpinned by the Chief Nursing Officers 6 C's.

The 6Cs were originally identified in Compassion in Practice.

1. Care
2. Compassion
3. Competence
4. Communication
5. Courage
6. Commitment

***Compassion in Practice, Evidencing the impact, Version number: 1, First published: May 2016, Prepared by: Professor Laura Serrant***

The involvement of the Therapeutic Care Support Programmes within the Trust contributes to enhancing patient and visitor experiences within the hospital setting. This team of staff and volunteers promotes positive engagement with patients and staff and contributes to an overall, positive hospital experience for everyone visiting South Tees Hospitals NHS Foundation Trust.

# Therapeutic Support - Vision and Team Values

## Vision

*“To keep the patients safely at the centre of everything we do by championing the 6C’s in every patient contact.”*

This programme aims to:

- Enhance quality of care: providing the highest standard of care to enable more informed choice by patients
- Enhance the patient experience - listening and acting upon their views
- Enhance partnership working with all staff
- Engage with internal and external partners to enhance service delivery and volunteers experience
- Develop sustainable services
- Establish a reputation for excellence in Volunteering and Work Experience
- Achieve a more diverse pool of volunteers who best reflect our population

## Team Values

The values governing Therapeutic Support include the following:

- To provide the highest standards in all relationships with patients, staff, relatives and the local community.
- To foster a climate which encourages innovation and diligence amongst staff, therefore continuously improving quality
- To ensure staff and volunteers are valued for the roles they do and outcomes that they achieve

# Why Volunteer?

Volunteers are crucial within health care settings and their contribution cannot be underestimated. The Trust have a role in encouraging excellent and committed individuals in seeking careers in the many health related professions we employ. Alongside this there are opportunities for other individuals to access the programme to improve or maintain their knowledge and skills, build confidence, make new friends, keep active and achieve a sense of satisfaction.

The evidence relating to the benefits of volunteering to the individual, wider community and the individual is well documented, They include a number of health benefits, including improved quality of life, improved self - esteem and a sense of purpose. From an organisational perspective volunteering enhances patient experience and outcomes, extends and adds value to services, facilitates new approaches to health and care and helps to bring unique perspective and credibility. The Trust is committed to ensuring volunteers have a personally rewarding experience and that their contributions are recognised.

## Why do people choose to volunteer?

- To give something back to the Trust after previous hospital experience as a patient/carer or relative which impacted on a person's life, either directly or indirectly
- To make a difference to the lives of others
- To provide support and help for others
- To feel valued and to be part of a team
- To spend quality time away from your everyday life
- To help gain confidence and improve self-esteem
- To gain new skills, knowledge and experience
- To help develop existing skills and knowledge
- To meet new people, socialise and make new friends within a volunteer community
- To support opportunity for development for those hoping to gain valuable experience in order to pursue a career in health.

All Volunteers are recruited, inducted and supported by our Therapeutic Support Administration team during their volunteer experience. This service allows volunteers to feel valued and supported within their roles and ensures that safe practice is being maintained throughout the voluntary services.

# Who are our volunteers?

The following volunteer roles fall under the umbrella of Therapeutic Support @ South Tees;

<b>A&amp;E Volunteers</b>	James Cook Hospital	18+ only volunteers – supporting the Adult and/or Children's A&E department
<b>Administration Volunteers</b>	All South Tees Hospital sites	Assisting staff with general day to day clerical and administration tasks
<b>Canteen Volunteers</b>	James Cook Hospital	Supporting the canteen staff with daily duties
<b>Chaplaincy Volunteers</b>	All South Tees Hospital sites	Visit, listen, support and engage with patients, relatives and staff to provide spiritual and psychological support under the guidance of the Chaplaincy Team
<b>Dragonfly Volunteers</b>	All South Tees Hospital sites	Support patients who are approaching end of life, and act as an ambassador for the palliative care team. –
<b>Holistic Centre Volunteers</b>	James Cook Hospital	Assisting staff with general day to day activities, fundraising and supporting the centre
<b>Labs</b>	James Cook Hospital	Volunteers with experience in biomedical science can support in the lab department
<b>Leo's Volunteers</b>	James Cook Hospital	Providing support to relatives, siblings and patients within the Neonatal department.
<b>Macmillan Volunteers</b>	All South Tees Hospital sites	Support patients, staff and visitors within the Macmillan Cancer Support Services across the Trust
<b>Mask Station - Meet and Greet Volunteers</b>	James Cook Hospital	Meeting staff and visitors at main entrances – providing masks and hand gel to everyone entering the building
<b>Maternity Volunteers</b>	James Cook Hospital	20 Week rotation – Volunteers are able to support the maternity units within South Tees Hospital
<b>Outpatient Volunteers</b>	James Cook Hospital	Be the first point of contact for outpatients attending ophthalmology or trauma appointments.
<b>Therapeutic Care Volunteers</b>	All South Tees Hospital sites	Provide Therapeutic Interaction to patients, staff and visitors across the Trust.
<b>Way Finder Volunteers</b>	James Cook Hospital	Signposting patients and visitors to wards and departments across the James Cook Hospital Site

# What can you expect from us?

Our commitment to you will be:

- To offer support and assistance throughout the recruitment process
- To provide you with necessary information relating to your chosen role
- To provide training opportunities appropriate to your role
- To encourage, support and guide you towards opportunities for development
- To value, support and recognise your contribution to volunteering
- To provide flexible volunteer opportunities that considers the diverse needs of individuals to overcome barriers
- To provide honest, fair and timely feedback
- To respect your individual skills and take on board ideas to continually improve the volunteering service.
- To include you in our social network groups

# What do we expect from you?

- To respond to correspondence in a timely manner to progress your application
- To seek help and support if there are any queries relating to your role
- To attend all mandatory training
- To take up opportunities for development
- To respect, value and support all volunteers, patients, visitors and staff
- To act and represent the Trust in a professional manner
- To act in a way which does not discriminate or exclude anyone
- To share opinions and give timely feedback on your volunteer experience
- To provide as much notice as possible if you wish to terminate your volunteering role

Please see the volunteer Code of Conduct

# Things you need to know...

## Travel & Expenses

The Trust will provide you with free onsite parking throughout your time as a volunteer

We are unable to offer reimbursement for travel expenses

## Gifts

Volunteers are unable to give or receive any personal gifts

## Health and Safety

The Trust is committed to looking after the Health and Safety of everyone within the organisation.

All volunteer activities are covered by the same legislative requirements as those employed by South Tees Hospitals NHS Foundation Trust

### *It is important that you;*

Carry out your role safely adhering to Trust policies and procedures

Inform the Therapeutic Support team of any risks to your own or others health and safety

## Accidents and Incidents

All accidents and incidents must be reported immediately to a member of staff and escalated via the Trusts incident reporting system

## Personal Safety

You will have provided details of an emergency contact on your volunteer application. We will contact them in the unlikely event of an emergency. Please ensure this information is updated regularly.

## ID Badge

You will be issued with a volunteer identity badge which must be worn at all times when carrying out your volunteering role.

## Confidentiality

Volunteers must maintain confidentiality throughout their time with the Trust. You will be asked to sign a confidentiality agreement during the recruitment process.

## Disclosure and Barring Service Check

All volunteers supporting children, young people and vulnerable adults will be expected to complete a DBS check as part of the recruitment process.



# Volunteer Code of Conduct

- Volunteers will act as an ambassador for the Therapeutic Support @ South Tees programme
- Volunteers should ensure that they sign in and sign out at the beginning and end of each shift.
- Whilst volunteering, individuals should remember that they are representatives of the NHS Trust and should demonstrate this by their dress, general appearance, adherence to the Trust's Uniform Policy (where applicable) and adherence to the No Smoking Policy. Individuals must, at all times, display their name badges and ID badge for security purposes.
- Volunteers are required to treat each other with dignity and respect. The Trust operates a Dignity at Work policy which gives further guidance.
- Volunteers must take reasonable care in the performance of their duties and must be capable of doing so at all times. Individuals who are uncertain about their fitness to work should speak with the Therapeutic Support Lead nurse.
- Volunteers must be aware that conduct outside of their voluntary role can be regarded as misconduct.
- Volunteers must ensure they behave in an open, honest and inclusive manner, upholding organisational ethics and values. Individuals must also show respect for the needs of others and promote equality and diversity.
- Volunteers are expected to report and act on any concerns relating to safety and patient care without delay.
- Mobile phones present a very small risk of interference to medical equipment. In addition to this there are potential implications for patient dignity and information governance. Personal mobile phones should **not** be used in clinical areas.
- Volunteers must adhere to all Trust policies and guidance

Signed .....

Print name .....

Date .....