NHS
Sussex Community
NHS Foundation Trust

Voluntary and Community Development

How to support SCFT Volunteers

Help volunteers feel valued and confidant in their roles:

- Induct and welcome each new volunteer on their first shift (remember to use our induction form!)
- Introduce them to the team and show them where any resources they need are.
- **Understand the role they have been assigned to help your service. You will be sent a Tasks and Boundaries information sheet to help with this.**
- Speak to them at the end of their first shift to see how it has gone.
- If you have any questions, please get in touch.
- Have a look at our Pulse page for appropriate polices and procedures:
  The Pulse > Staff essentials > Voluntary and Community Development

- Each volunteer has their details and their Next Of Kin (NOK) contact details filed just in case of emergency. If they are under 18 and don't turn up for their shift, a member of staff must ring them to check they are safe, as per the 'Safeguarding Process for Young People': Safeguarding Process for Young People

- Please speak to the person who is responsible for the volunteers in your service about where personal and NOK details are stored. If required, our contact details can be found on:
  Voluntary and Community Development

- Each Volunteer will be following a role profile. If you want to find out what their tasks are speak to the named volunteer contact in your service. You can also find out more information on the risk assessment, including guidance around manual handling and lone working, for each role on the:
  Online Health & Safety Portal

- Please always update your volunteers on any changes which may affect their role, such as any staff changes or changes in Infection Prevention and Control Guidance/required PPE.

- To help volunteers feel part of the team, if you have any social events lined up, please consider inviting them. If it’s someone’s birthday invite them to sign the card.

- National Volunteers’ Week always starts on the first Monday in June. Please remember to celebrate and thank your volunteers! Can you get them a thank you card?

- If there are extra tasks that you feel the volunteer could do, please get in touch as we would need to add it to our risk assessment for their role. If a volunteer enquires about using their volunteering for a work experience placement, please direct them to their local Voluntary Services Team, as there is a separate process for this.

- Do continue to get to know your volunteer, we appreciate your service will be busy, but please always try and have a brief supportive chat with your volunteer(s) on a regular basis. An informal chat, which doesn't need to be recorded/logged is fine.
- If a volunteer appears unhappy do ask if they are okay/is there anything you can help with ? A happy volunteer will stay longer!
- If they are not happy about an issue related to their volunteering, take them aside for a simple chat to see if you can resolve it with them. Always better to resolve an issue quickly . The volunteer could go home and worry! We do have a problem-solving procedure: Voluntary and Community Development
- If your volunteer stops coming in, do give us a shout as we will contact them, but of course you are very welcome to contact them too.

Thank you for choosing to work with SCFT volunteers

They will make a real difference to your service and patients!

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