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elearning for healthcare

ROLES AND RESPONSIBILITIES

VOLUNTEER INDUCTION

YOUR ROLE

Here we will look at your role as a volunteer as well as your expected behaviours and standards.

What are your responsibilities?

- The person or people you support
- Yourself

Do not worry about mistakes or getting it wrong - your fellow volunteers, as well as your Volunteer Coordinator, are there to support you

ROLE DESCRIPTION

An important document in understanding your role is your role description.

- This tells you what your main duties and responsibilities are and who you report to.
- You should know what is expected of you and what is not included in your role.
- It will be almost impossible for a role description to list every task you will do but it should give a good overall picture of your role.

PROVIDING CARE AND SUPPORT

- Volunteer in a person-centred way
- Communicate well
- Build relationships and promote equality and diversity
- As you develop in your role you will continue to build on your knowledge and skills. Your volunteer coordinator should support your learning and development

Volunteering as part of a team

Be a supportive team member and be willing to develop your skills to improve your volunteering experience.

RESPECTING CONFIDENTIALITY

- It is important as a volunteer to know how to protect people's rights to confidentiality.
- Do not discuss any personal information about individuals or volunteers with unauthorised people.
- Ensure records are stored securely.
- You will receive additional training on Confidentiality.

CONTRIBUTING

- Contribute to activities in a safe way
- Keep to rules and regulations
- Follow the agreed way of volunteering

EXPERIENCES, ATTITUDES AND BELIEFS

Your experiences, attitudes and beliefs are part of what makes you who you are. They affect how you think, what you do and how you do it. Your background, upbringing, education, experiences and relationships will all have played a part in the way you see things.

These attitudes and beliefs may have led you to choose to volunteer but sometimes they could lead you to assume things about people that are not right. It is important that you develop self-awareness so that you can learn to check that this does not happen.

Take a moment to think about how beliefs and attitudes are defined.

Beliefs and attitudes

- Beliefs can be described as things in life that you feel strongly about, that guide you in your daily life and are linked very closely to your morals and values
- Attitudes are the approaches, opinions and mindset that you have developed through your upbringing and life and learning experiences
- You should take time to learn about and understand the different attitudes and beliefs of others so that you can work with individuals in a way that takes these into account.

VALUES

It’s important to understand what your organisation wants to achieve as it will help you to understand your own role.

Your organisation will have values, aims and objectives.

Values, Aims and Objectives

Values are the beliefs or ideals that should be evident in all aspects of the service you provide.

Aims are the general goals that an organisation hopes to achieve through their activity. The purpose of your role will be to contribute to achieving these.

Objectives are specific things that must be in place in order to achieve the aims.

You can find everything you need to know about our Values, Aims and Objectives on the Trusts webpage.

YOUR RESPONSIBILITIES

There are many pieces of legislation that exist to protect everyone from harm and to make sure everyone is treated fairly

Health and safety

You have the right to:

Volunteer in an environment that is safe

Be provided, free of charge, with the equipment that you need to keep you safe in your volunteering role

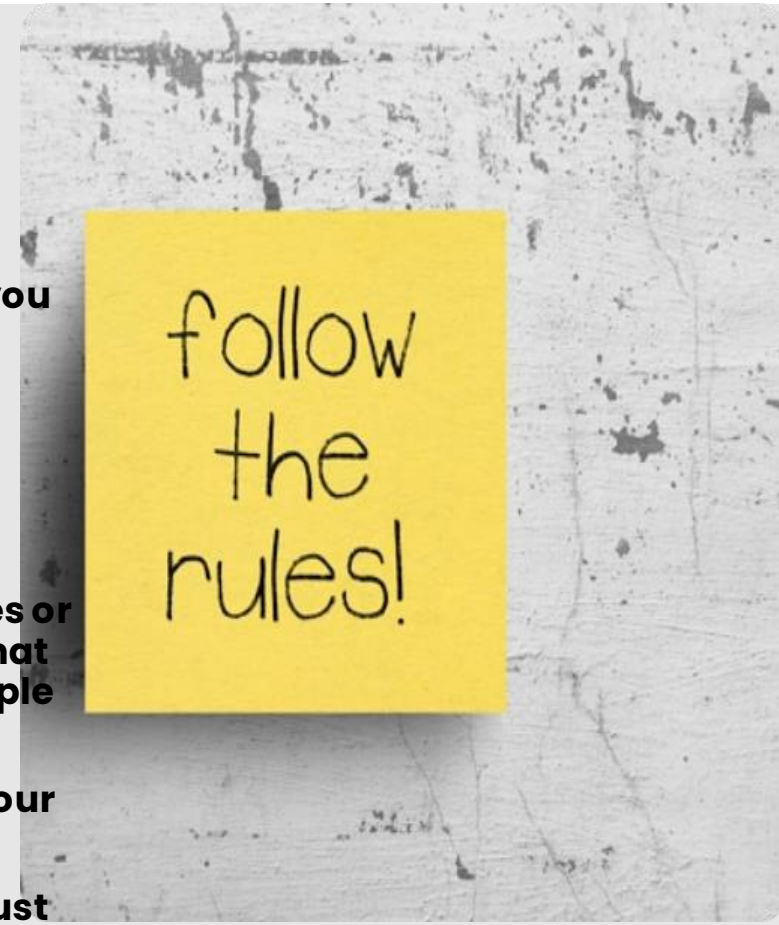
Policies and Procedures

With those rights come responsibilities:

Your organisation will set down policies and procedures or tell you about the agreed ways to volunteer in ways that are safe for you, those you volunteer with and the people you support.

You must volunteer in the ways that you are told by your organisation.

If you have concerns about safety in your role, you must talk to your Volunteer Coordinator.



KEEPING SAFE

Taking responsibility of your own actions:

Travel - When travelling to, and arriving at, your destination:

- Consider weather conditions when travelling by foot, public transport or car, especially adverse weather conditions. Extra time should be allowed for journeys and appropriate footwear should be worn to reduce the risk of slips, trips and falls
- Use your own personal judgement and do not put yourself at risk by entering a potentially dangerous situation
- Always ensure you park (if applicable) and walk in well-lit areas

Your Role - Whilst carrying out your role:

- Carry your Identity Badge at all times whilst you are volunteering
- Familiarise yourself with any exit points in the event of an emergency
- Report any accidents and incidents to your Volunteer Coordinator

Contact

- If you have a mobile phone, ensure it is fully charged whilst in the community. Use of ICE (In Case of Emergency) as a contact is recommended or your mobile phone's emergency contact facility
- Inform someone, for example Volunteer Coordinator, family member or friend, of your anticipated time of return and what to do in the event of you not returning

EXPECTATIONS AND BOUNDARIES

Your organisation will tell you the safe and agreed ways in which you are expected to volunteer.

You have responsibilities to the people that you support.

You must ensure that:

- Their safety and welfare is protected by ensuring you support them in agreed safe ways
- The person you are supporting is involved in any decision making - don't presume you know best
- They are treated fairly and that their rights are upheld by supporting in ways that promote equality and diversity and uphold their dignity and human rights

If you have any cause for concern about how a person is being treated, you must raise this with your volunteer coordinator as soon as possible.

Expectations and Boundaries

Volunteers must be careful to stay within the boundaries of their role.

Examples of breaking boundaries could include:

- Lending money to the person you are supporting
- Giving out your personal private details
- Connecting with the person you are supporting on social media
- Meeting socially outside your agreed volunteering hours/role
- Making promises that you cannot fulfil through your volunteering role
- Being involved in their private financial affairs
- Giving advice you are not qualified to give

Although well meaning, it is essential that you are clear about your role and boundaries with the person you are supporting. Stepping outside your boundaries as a volunteer will be treated very seriously.

MAKING MISTAKES

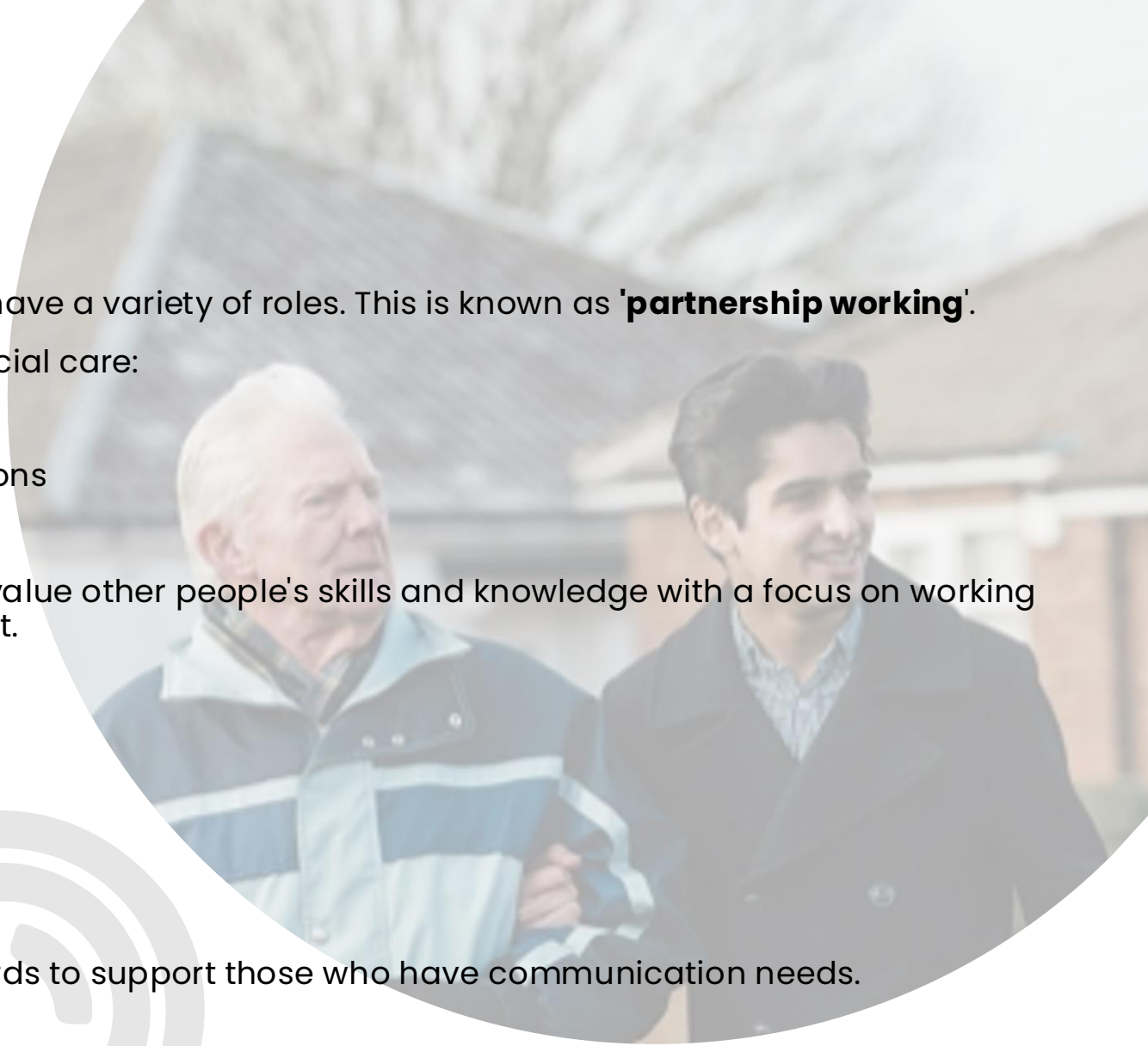
We are all human and mistakes sometimes happen. When mistakes are made it's important to be honest and identify where errors have happened. This will allow:

- Action to be taken that may reduce the impact of the mistake
- Lessons to be learnt through thinking about and agreeing what went wrong

You have a responsibility to report things that you feel are not right, are illegal or if anyone at work is neglecting their duties. This is known as 'whistleblowing'. Your organisation should provide or explain their whistleblowing policy.

In most cases, you should discuss your concerns with your Volunteer Coordinator. However, if you felt that it was not appropriate to speak to your Volunteer Coordinator for some reason, you should follow your organisation's whistleblowing procedure.

WORKING IN PARTNERSHIP



Your role could involve you dealing with many people who have a variety of roles. This is known as '**partnership working**'.

There are three main working relationships in health and social care:

- Individuals and their friends and family
- Colleagues, managers and people from other organisations
- Volunteers and community groups

All relationships should involve mutual respect and should value other people's skills and knowledge with a focus on working together in the best interests of the person receiving support.

Good communication between everyone is essential.

Trust, value and respect one another.

Avoid using jargon which can be misunderstood.

Consider using translators, pictures or communication boards to support those who have communication needs.

ADVICE AND SUPPORT

There may be times when there is disagreement between people from different agencies or between the person receiving care and support and those who support them.

Conflict that is not resolved can affect the quality of care. You should ask for advice about partnership working and resolving conflict whenever you face any problem. You can also ask your volunteer coordinator who has the skills and experience to advise you.

You can learn more about how to deal with conflict in in the session Training for Volunteers: Conflict Resolution.

STRESS

We all experience stress differently in different situations.

How you might feel

- Irritable, aggressive, impatient or wound up
- Over-burdened
- Anxious, nervous or afraid
- Like your thoughts are racing and you can't switch off
- Unable to enjoy yourself
- Depressed like you've lost your sense of humour
- A sense of dread
- Worried about your health
- Neglected or lonely

Some people who experience severe stress can sometimes have suicidal feelings.

If you are experiencing this then it is important that you talk to someone; this could be your Volunteer Coordinator, family, friend or your GP. You can also self-refer to Mindsmatter for additional support.

KEY POINTS

- Your role description outlines your duties as a volunteer
- Volunteering in agreed ways with your organisation ensures you work within the law and provide support that meets the need of the person
- Reporting errors means action can be taken to reduce the impact of the mistake and lessons can be learnt
- You must protect the safety and welfare of the people you support
- You must also ensure your own health and safety and take responsibility for your actions within your role
- A working relationship involves mutual respect and value of other people's skills and knowledge with a focus on working together
- Developing good relationships with other volunteers and organisations helps to improve the quality of support provided

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THANK YOU!

The content of this training was developed by NHS England, E-Learning for Healthcare and has been adapted by **Bradford Teaching Hospitals NHS Foundation Trust**, to provide an accessible format, ensuring that all volunteers have the same basic learning when they start in their role.