

Guidance for Supervisors

Volunteers will be assigned to your ward/department at your request, so it is important that staff are aware of the appropriate actions to consider prior and during volunteering activities in their workspace.

Volunteers give up their own time to support our NHS staff, to help improve patient experience and staff satisfaction. Therefore, it is important that volunteers feel supported and feel like they are making a positive difference to our staff and patients.

By following the guidance below, staff can ensure they are supporting volunteers and ensuring volunteer support can be maximised, where appropriate, in their workspace.

Prior to Volunteer First Shift

- Have a member of staff in place who is the designated point of contact for volunteers for each shift. This does not necessarily have to be the same person every day, perhaps one or two that rotate.
- Make sure your team are aware of the tasks and activities that volunteers will be able to support with, to ensure there are no cross overs and duplicates of tasks.
- Be familiar with the Department Induction required to deliver to volunteers whilst on their first shift.
- Familiarise yourself with the OP68 Volunteer Policy.
- Ensure you have the direct contact details of the Volunteer Services team, should you require advice and assistance.

During Volunteer Shifts

- Welcome the volunteer to the department and introduce to other colleagues
- Complete a local induction, including health and safety risks and fire precautions.
- Brief the volunteer on specific hazards/risks and any protective/preventative measures to reduce/eliminate these risks.
- Provide volunteers with the appropriate PPE and how to dispose of it
- Ensure the volunteer is aware of the relevant point of call on the ward each day a volunteer is present.
- Offer support and guidance to volunteer when needed to ensure that volunteers are confident knowing what their tasks are and how they are supporting your team and patients.
- Offer feedback to volunteers, both positive and constructive, to give increase their confidence and to nurture their learning and development.
- Provide feedback back to the Patient Experience team so we can;
 - Support you, and consequently the wider Trust, by continuously improving the volunteer service.
 - Offer support and advice to you and your team, as well as the volunteer themselves.
 - We can promptly resolve any potential issues or concerns regarding volunteer activity.
 - Deliver positive feedback to our volunteers on their fantastic contributions and use this to promote and shine a light on the great work that our dedicated volunteers do each day to support our staff!
 - Choose our Volunteer of the Month winners based on feedback we get from staff.
 - Use case studies to promote the Volunteer Service here at RWT

*Information about the support and recognition of volunteers can be found in section 4.6 of the [Volunteer Policy OP68](#).