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| **Workstream:** | | | | | | | |
| **Vision and objectives** | | | | | | | **Clinical Lead:** Debi McKeown – Lead Nurse Therapeutic Support |
| To restore all existing Therapeutic Support programmes at South Tees NHS Foundation Trust and to develop new roles that have arisen from the COVID 19 pandemic. In line with government and Trust recommendations, we will reinstate a safe, effective, non-clinical patient support service.   * To maintain the volunteering service within South Tees NHS foundation Trust * Review and update volunteer documentation and guidance * Identify new roles for volunteers | | | | | | | **Service Lead:** Samantha Taylor – Therapeutic Care Coordinator |
| **Outcome measures** |
| * Maintain a database of active volunteers * All documentation will be reviewed by June 2020 * Role descriptors completed for any new tasks identified |
| **Key Milestones** | | | | | | | **Risk and mitigation** |
| **Description** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | * Reduction of volunteer numbers – recruit and promote the volunteering service * Change to current volunteer roles – evaluate and amend role descriptors regularly * Specific areas may no longer require volunteer support – identify other roles for volunteers |
| Initial contact for all current volunteers | ✓ | ✓ |  |  |  |  |
| Update role descriptors and guidance | ✓ | ✓ |  |  |  |  |
| Plan and book training for returning volunteers |  |  | ✓ | ✓ |  |  |
| Phone call risk assessment for all volunteers returning |  |  |  | ✓ |  |  | **Interdependencies** |
| Liaise with ward / department managers regarding volunteer roles |  | ✓ | ✓ |  |  |  | IPC team  Wards and Departments  Schools, Colleges, Universities  Recruitment and HR – Trust Corporate Induction Training |
| No risk Volunteers returning |  | ✓ |  |  |  |  |
| Change of Runner Volunteer role |  | ✓ |  |  |  |  |