

Volunteering at Royal Papworth Hospital NHS Foundation Trust

As a volunteer within the Trust it is important that you embrace the ethos of the Hospital in maintaining an atmosphere that supports the patients we care for. We endeavour to be polite and courteous at all times, to respect people and their views. All volunteers have certain rights and responsibilities, which are outlined below. The aim is to enable you to work effectively and confidently as part of the volunteer team at the hospital and to follow necessary protocol.

Rights as a Volunteer

As a volunteer you will:

- Be given clear information about your role and be given a role profile where appropriate.
- Receive training to enable you to carry out your tasks.
- Be given support and supervision as appropriate.
- Be given protection under health and safety legislation and under public liability insurance.
- Be reimbursed for travel expenses to and from the hospital from your home address on the days that you volunteer. This is currently paid at 24p per mile capped at a maximum of 30 miles per round trip; this is subject to change and based on the hospital policy.
- Be provided with a lunch voucher when you volunteer more than 5 hours in a single day. This voucher can only be accepted in the hospital restaurant.

Responsibilities as a Volunteer

As a volunteer you will be expected to:

- Accept and support the aims of Royal Papworth Hospital NHS Foundation Trust.
- Comply with Royal Papworth Hospital NHS Foundation Trust's Policies and Procedures, particularly in relation to confidentiality.
- Recognise that you represent the hospital and therefore need to act in an appropriate manner at all times.
- Ensure you wear your hospital ID badge for volunteering only whilst on hospital premises or when designated as on hospital business off site.
- Treat all patients, carers, visitors, staff and other volunteers with dignity and respect.
- Carry out your role to the best of your ability.
- Participate in the Mandatory Trust Induction Training sessions and any other appropriate training as required by the Trust.
- Accept appropriate supervision and guidance from staff.
- Accept the Trust's disciplinary and grievance procedure as it relates to volunteers.
- Inform the relevant staff if you are unable to attend to volunteer.
- Raise concerns or issues relating to your volunteer placement with the Patient Advice and Liaison Service (PALS) team or local supervisor. Report any accidents or incidents whilst carrying out your role to the PALS team or local supervisor.