

Insurance



Volunteers are included in NHS Tayside's public liability insurance whilst carrying out their agreed duties.

Volunteer drivers must have fully comprehensive car insurance.

Volunteers practising in a professional capacity (e.g. therapeutic care) must have professional indemnity insurance.

Travel expenses



As a volunteer you are entitled to claim travel expenses. There is a claim form, which your manager will show you how to fill out. Claims should be submitted monthly.

Claiming Benefits while volunteering



The Department of Work & Pensions have a leaflet giving guidance about volunteering and claiming benefits.

Support for volunteers



Your manager is there to support you and will meet with you regularly, individually or as a group.

This can be an opportunity to:

- meet other volunteers
- discuss issues
- look at training needs
- give your views
- discuss local events



Links



voluntary services

www.nhstayside.scot.nhs.uk/getting-involved

Voluntary Action Angus

www.voluntaryactionangus.org.uk

Volunteer Centre Dundee

www.volunteerdundee.org.uk

Volunteer Action Perthshire

www.pkavs.org.uk

Volunteer Scotland

www.volunteerscotland.net

Your local contact is:



November 2019

Your Guide to Volunteering with NHS Tayside



Volunteering

“NHS Tayside values and supports volunteers who choose to give time and energy to get involved, participate and help out in our communities”



This leaflet is about volunteering with NHS Tayside.

We recognise and value the important part played by volunteers ~ people who give their time and energy freely to help.

Volunteers support us in hospitals, hospices, healthcare centres and in the community across Tayside.

NHS Tayside holds the Investors in Volunteers Award which means that we provide the highest quality of standards for volunteers who support us.

As a volunteer you will be able to make a difference to people's lives, not only to patients, but also to carers, NHS Tayside and the wider community.

We hope that you will find your time with NHS Tayside satisfying and rewarding.

This guide provides you with basic information about volunteering with NHS Tayside and is included as part of your induction.

What you can expect from us:



- We will make every effort to provide volunteering opportunities.
- We will make sure you have a clear description of your role.
- We will aim to place you in the role you ask for. Sometimes it may be possible to adapt a role for you.
- We will make sure you know who your manager is for guidance, supervision and support.
- We will provide suitable training for your role.
- We will make sure you have safe working conditions.
- We will pay your travel expenses.
- We will give you a reference on request.



What we ask of you:



- To consider making a commitment to volunteer for at least six months.
- To attend induction and other training as needed.
- To abide by NHS Tayside's policies and procedures.
- To claim your travel expenses.
- To keep all information confidential.
- To treat everyone you come into contact with dignity and respect, whether they are other volunteers, staff, patients, or the general public.
- To give as much notice as possible if you cannot attend.

- To tell your manager or other member of staff about any concerns you may have. We want you to feel enabled and supported in your role.

Your role



We believe that your role complements the work of staff and benefits the service users of NHS Tayside. You will have a clear description of the tasks you will be asked to carry out. We would like to assure you that all roles are risk assessed.

Getting started



As a new volunteer you will be introduced to staff and shown around the area where you will be volunteering. You will receive background information about the service / department and who uses it.

You will be invited to attend an induction, so you have the information and training you need to carry out your role confidently and effectively.

You will be given information about our Volunteer Policy and other policies and guidelines which affect you. Training updates will be provided as directed by your manager.

There will be an initial trial period to help you to settle in and find out if you are happy in your role.

Remember that at any stage you can ask questions or raise concerns you may have.



Welcome to NHS Tayside - we hope you enjoy your volunteering