

# Introductory Guide for Volunteers



*We care*

*We respect*

*We are inclusive*

## Welcome

Thank you for volunteering East London NHS Trust Foundation

We work with the community and collaborate with many fantastic local organisations for the benefit of our community. As a volunteer; your contribution will be lasting, positive and impactful.

This pack includes information about your time with us, along with guidelines, policy and forms you will need to fill out.

We hope that you enjoy your time with us as well as learning more about East London NHS Trust Foundation.

*R. Khan*

Rajia Khan  
Volunteer Coordinator

### **East London NNHS Foundation Trust (ELFT)**

East London NHS Foundation Trust Provides a wide range of community and inpatient services to children, young people, adults of working age, older adults and forensic services to the City of London, Hackney, Newham, Tower Hamlets, Bedfordshire and Luton.

Originally formed in 2000, ELFT has long been recognised as a centre of excellence for mental health care, innovation and improvement. Our ambition is to make a positive difference by providing people with mental and community health care services that support their recovery as well as help them to achieve the most fulfilling lives possible. Everything we do is driven by our values of care, respect and inclusivity. Our patients' needs matter most and we are constantly working to improve our support for all who use and have contact with our services. Our extensive research approach, commitment to education and emphasis on quality means we are at the forefront of excellence in mental health care.

Wherever patients receive our services and from whichever team, our values of care, respect and inclusivity underpin all that we do.

### **Trust vision**

The Trust's vision is to provide high quality, community-orientated healthcare to our local communities. We will do this in partnership with service users, carers and families, and statutory and voluntary organisations.

The Trust's core values are at the heart of its vision for the future development of services. These will underpin everything we do and include:

- Putting the service user and carer at the centre of everything we do and striving to improve patients' and service users' experience of our services.
- Ensuring wider choice and promoting independence.
- Providing safe, effective and value for money services.
- Ensuring equality and diversity.
- Recognising the contribution of our staff and providing a capable workforce.
- Promoting social inclusion and recovery.
- Supporting people to take responsibility for their own health

### **Volunteering with the Trust**

Volunteers are crucial to the Trust's ambition to make positive differences in the lives of our communities. When you volunteer, you support that drive to help communities to achieve the most fulfilling lives possible.

Your volunteering truly makes a difference in their lives of so many people. Your commitment, your generosity and your consideration will always be recognised and appreciated.

There are many roles with the Trust, providing challenging and rewarding opportunities for people of all ages and backgrounds. Some can be a one-off, like a garden makeover or campaigns. Others can last for months or even years, like running a hospital radio show, helping with administration or taking part in group activities. If you have not already specified on your application form to volunteer within a particular department, the Volunteer Coordinator will look at a range of volunteering opportunities matching with the best suited for your needs. The role descriptions for these roles will be provided to you and you will have the opportunity to discuss these options with the Volunteer Coordinator.

### **Why volunteer with us?**

We actively support our volunteers and provide:

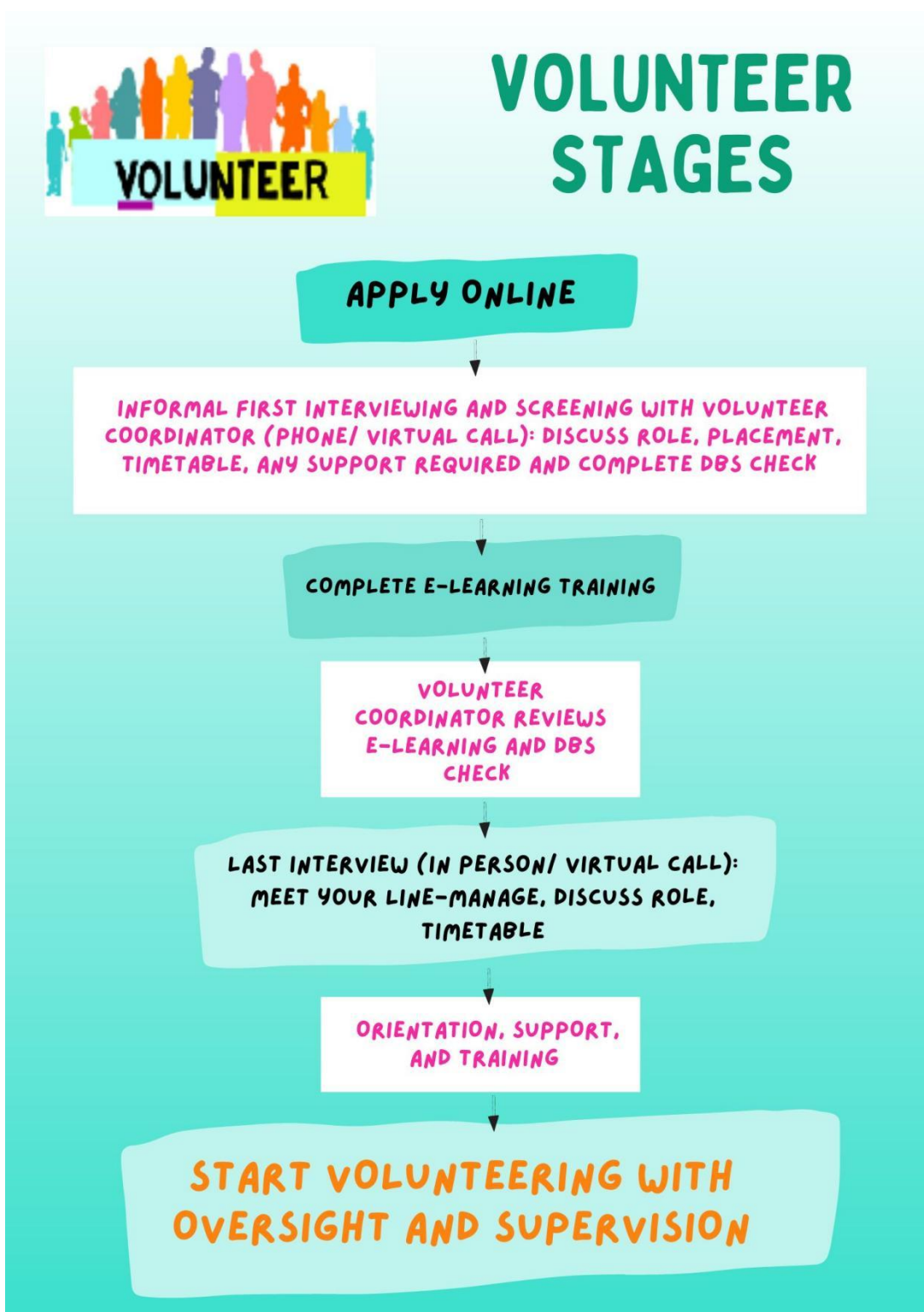
- Gain valuable work experience within the mental health sector
- An opportunity to develop confidence, social skills, and employment opportunities
- An opportunity to make a positive contribution to your community
- Learn new skills, information and experiences
- Gain insights into mental health issues, factors and support networks
- Make new friends
- A reference of employment\*
- Expenses covered\*
- Access to NHS discount service

### **Who can volunteer?**

Anyone over the age of 16 can volunteer. Those over the age of 18 will have to complete a DBS (Disclosure and Barring Service) check before proceeding with their volunteering.

Ensuring equality and valuing diversity are core values of the East London Foundation Trust. We welcome volunteers from all backgrounds and do not discriminate on the basis of age, disability (physical or mental), gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, and sexual orientation.

Volunteer stages



## **Training & eLearning**

There are three eLearning modules that volunteers must complete using e-Learning for Healthcare before they start their role. These are Safeguarding Adults (and Safeguarding children if needed), Health & Safety and Infection Control, and Mental Health Awareness. Full on-site training will be provided by the Volunteer co-ordinator and Volunteer Line-manager. During your training session, the Volunteer co-ordinator and line-manager will assess your understanding of the role to ensure that you have the opportunity to build the skills that you need and if additional support is required, we will do our best to help you with this.

If you have any concerns about the training, please talk to the Volunteer Coordinator as soon as possible so that the appropriate support can be offered where needed.

At the end of the training, if the Volunteer Coordinator has any causes of concern regarding your suitability then a discussion will be planned with you to talk about other options that may be available elsewhere and more suited to you.

In addition, as a Trust volunteer, you will also have the opportunity to take part in other training opportunities that you feel will be of benefit to your role.

## **Support and Supervision**

It is important that you feel supported during your volunteer placement and arrangements will be made for you, depending on your role, to have regular times with the Volunteer coordinator & Line-manager to who you will be responsible. This, depending on the role, may include formal supervision, but for most volunteers this will include a more informal support meeting to look at how your role is progressing and look at further ways in which you could progress within the role, or to look at other potential roles to enhance your skills.

## **Health & Safety**

Volunteers will be guided and shadowed to ensure you work safely and appropriately at all times. All our staff understands what we are asking of volunteers and what your role will entail. You will have a dedicated member of staff who will act as your mentor and you will have general support from the whole team.

Every staff member has been trained in Health and Safety procedures, fire awareness and evacuation. All volunteers will be given a tour at the site, shown where the fire exits are, first aid boxes are situated and how to report accidents at work.

## **Covid-19**

You will receive Personal Protective Equipment (masks) when on any NHS premises. You will need to comply with any infection control measures on any site including swab testing on some wards

## Recognition

The time given freely and the commitment to attending as a volunteer to assist within the Trust must always be recognised. The Trust will provide events around National Volunteer Week, 1<sup>st</sup> – 7<sup>th</sup> June and utilised to promote the reward, recognition and recruitment of volunteers as led by Volunteering England. Certificates of thanks will be provided at local or Trust wide events. However, showing appreciation towards our wonderful volunteers is something staff will endeavour to do every day.

## Expenses

We never want our volunteers to be out of pocket so we will reimburse the following expenses incurred by you in undertaking your volunteering.

All expenses paid via BACS:-

- Travel to and from home to your base and during your placement as necessary; see the Volunteer Handbook (full version) for rules relating to methods of travel and mileage allowances for use of a car and amounts that can be claimed.
- Meal allowances of up to £4 for which a receipt must be provided. To be eligible for a meal allowance you must have been in your volunteer placement for a minimum of 4 hours in any one day.
- Specialist clothing will be reimbursed if this is required and purchased by you, otherwise this will be provided from the Trust.

Further details can be found in the Volunteer Handbook (full version), on our website or please speak to the Volunteer co-ordinator.

## Safeguarding

Everyone working (volunteer or employed) in a healthcare setting has a duty to protect themselves and others from risk of harm. You will receive on-site and online training in Safeguarding, if at anytime you have any concerns please contact your supervisor, the Coordinator of Volunteers or the Trust Safeguarding Team ( [elft.safeguardingadults@nhs.net](mailto:elft.safeguardingadults@nhs.net) or [elft.safeguardingchildrenteam@nhs.net](mailto:elft.safeguardingchildrenteam@nhs.net) )

## Grievances and complaints

Any grievances or complaints by the volunteer or about the volunteer will be addressed by the Volunteer co-ordinator on the day or at a later date.

Complaints will be addressed immediately and with strictest confidentiality. Discretion and action will be identified upon investigation of the complaint and dealt within a maximum 10-day period.

Volunteers will always be notified and kept updated.  
Full details on 'Grievances and complaints' can be found on our website as well as in the Volunteer Handbook (full version)

### **Volunteer Documents and Policies Handbook**

A comprehensive handbook is available on the Volunteer website and will also be emailed to all volunteers before placement commences. If you have not received your copy, please let the Volunteer Coordinator know.

### **Contact information**

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