

## Contact Us

Voluntary Services Department  
Humber Teaching NHS Foundation Trust  
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Website: [www.humber.nhs.uk/working-at-humber/volunteering.htm](http://www.humber.nhs.uk/working-at-humber/volunteering.htm)



If you would like to apply, you can either download an application form from our website or contact Voluntary Services, which can post or email a form to you.



[www.humber.nhs.uk](http://www.humber.nhs.uk)



# Volunteering at Humber Teaching NHS Foundation Trust

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Our volunteers are dedicated and caring members of the community who give their time and skills freely to support our Trust.

Their work can make a huge difference to our patients' experience while improving their own health and wellbeing. Our volunteers complement the work of our staff and provide practical support to our patients, their families and carers.

Many of our patients visit our services when they are at their most vulnerable. Our volunteers are there to help support these patients in many different ways. They can make an inpatient stay less scary, be the patient's voice and provide opportunities which may not be available without their assistance.

Please note that our volunteers are not able to shadow clinical staff. However, there is a Psychology careers service which may be able to provide careers advice and very limited shadowing or work experience opportunities.

### **What knowledge and skills are required?**

We are looking for volunteers who are:

- friendly;
- outgoing;
- willing to listen;
- patient;
- reliable; and
- committed.

Our volunteers are required to treat patients, carers, visitors and staff with courtesy, care and compassion at all times.

When volunteers have special skills and interests such as music, art and complementary therapies, we try to incorporate this into the role when possible.

The person interviewing you will then go through your documents and DBS proofs, taking the relevant photocopies. They will also try to match you to an available placement opportunity. If no appropriate placements are available, your application may still be processed so you are ready to start volunteering when a placement becomes available.

### **Step 4: Induction day**

Once you have completed steps two and three you will be booked on one of our induction days, which are usually held on the first Tuesday of the month at Trust Headquarters in Willerby Hill. On the induction day you will complete various training such as fire safety, moving and handling, infection prevention and control, health and safety and information governance. Some training will be delivered face-to-face and some will be completed online - in a process known as e-learning. Lunch and refreshments will be provided during induction.

### **Completion**

Once all the steps are completed, you are able to start. You will be provided with your ID badge which you will use when on your placement.

### **Role of volunteers**

We have a wide variety of volunteer roles including: drivers, social and therapy group assistants, peer supporters within our Recovery College, gardeners, befrienders and complementary therapists.

Roles and locations will vary depending on availability when you apply.

Our Trust operates from locations across Hull, East Yorkshire, Scarborough and Ryedale, and Whitby.

### **General guidelines**

- Volunteers will be required to apply for an enhanced Disclosure and Barring Service (DBS) check.
- All volunteers must attend a one-day induction at our Willerby HQ in addition to periodic refresher training.
- Role-specific training such as food hygiene, first aid and dementia awareness may also be available.
- Volunteers will receive an allowance to cover out-of-pocket expenses such as travel.
- Mileage is currently reimbursed at 25p per mile (or 45p per mile for volunteer drivers).
- We require a regular commitment for a minimum of six months.
- The recruitment process can take up to three months.

## The process involved in becoming a volunteer

The process for volunteering may look daunting to some, but it is straightforward and we will help as much as possible along the way. These are the six steps you will take to become a volunteer:

### Step one: Initial enquiry

To enquire about becoming a volunteer, please contact the Voluntary Service Team by email or phone, using the details below, so we can send you the relevant documents..

Tel: (01482) 477862

Email: [hnf-tr.voluntaryservices@nhs.net](mailto:hnf-tr.voluntaryservices@nhs.net)

A printable version of the application form is available online at

[www.humber.nhs.uk/working-at-humber/volunteering.htm](http://www.humber.nhs.uk/working-at-humber/volunteering.htm)

If you choose to print the application form at home,, please send it to the address below:

Voluntary Services Department  
Humber Teaching NHS Foundation Trust  
Mary Seacole Building  
Willerby Hill  
Willerby  
HU10 6ED

### Step two: Pack two

Once your application form has been received and processed we will send out a second pack (pack two) which contains : a health questionnaire, code of practice, code of conduct, model declaration form and a permission form, which enables us to take and keep your photo on the system. This photo is used on your ID badge.

### DBS check

Alongside the documents you are required to complete in the second pack, t you will also be required to complete a DBS (Disclosure and Barring Service) criminal record check. The first part of your DBS check is completed by you online; the second part is completed by the team.

You are required to bring the completed documents with you when you attend an informal interview at the Voluntary Services Department. You will also be required to bring the relevant proof of identification for the DBS check to be processed by us.

### Step 3: Informal interview

After you have completed and returned the application form and documents from pack two, you will be required to attend an informal interview. The interview is very informal – it's more about having a friendly chat so we can get to know each other better. You will be asked questions relating to your qualities, why you want to volunteer and what you want to do while volunteering.

You will have your photo taken for your ID badge which you will receive once all of the stages have been completed.