**NHSGJ Evidence of the** 10 key principles for assuring legitimacy and preventing exploitation of workers and volunteers (Volunteer Scotland & STUC Volunteer Charter).

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| **Principle** |  | **Evidence NHSGJ volunteering** |
| 1. Any volunteer activity is a freely made choice of the individual | If there is any compulsion, threat of sanctions or force, then any such activity is not volunteering. | * All volunteer roles are advertised with our community partners (e.g. WDCVS). Potential volunteers make contact to discuss one or two roles. * Even within a volunteer role, volunteers have the freedom in discussion with the volunteer manager to either switch roles or have more than one role. * Volunteers are supported in every aspect of the volunteer journey i.e. to change roles, take a break or if they decide to leave. |
| 2. Volunteers should receive no financial reward for their time however out of pocket expenses should be covered | No one should be prevented from volunteering due to their income. | * Out of pocket expenses are discussed at the induction. * Out of pocket expenses are encouraged. * Out of pocket expenses are included in the Volunteer Policy. * Improving systems and process to support the Volunteer Manager and organisation in processing out of pocket expenses. |
| 3. Effective structures should be put in place to support, train and develop volunteers | This also includes collaboration with paid workers. | * As part of the induction process volunteer shadow colleagues in that role; volunteer manager highlights training opportunities as well mandatory training. * Regular appraisal meetings (‘catch up’) each year and adhoc meetings as required for the volunteer. These meetings ensure that volunteers feel valued and recognised in the contribution they make to NHSGJ. * Volunteer Strategy (2023-2026) to support learning and development. * Volunteers register for a TURAS account to complete mandatory modules before volunteering. TURAS provides additional training should the volunteers wish to engage in that training. * Bespoke identified for volunteers (e.g. Dementia Awareness training, Active Listening Skills training). |
| 4. Volunteers and paid workers should be able to carry out their duties in safe, secure and healthy environments | Free from harassment, intimidation, bullying, violence and discrimination. | * There are existing policies (e.g. Zero Tolerance and Bullying and Harassment) and, processes (e.g. Datix) in place for employees and volunteers. * Where indicated, risk assessments may be carried out. * A member of the spiritual care and volunteering team are always on site when volunteers are in the building. |
| 5. Volunteers should not carryout duties formerly carried out by paid workers | Nor should they be used to disguise the effects of non-filled vacancies or cuts in services. | * There is a governance process in place that monitors volunteer services at the NHSGJ in include new and existing roles (Volunteer Forum and Partnership Forum). * The overriding principle also included in our Volunteer Strategy is volunteers are here to enhance the patient experience and not part of service delivery. * Role descriptors are clear that include what a volunteer is not expected to do. * The Volunteer Manager monitors volunteering roles within department to ensure that volunteers are not directed beyond their role descriptor. |
| 6. Volunteers should not be used instead of paid workers or undercut their pay and conditions of service | Nor undertake the work of paid workers during industrial disputes. | Please refer to section 5. |
| 7. Volunteers should not be sued to reduce contract costs. | Nor be a replacement for paid workers in competitive tenders or procurement processes. | * The Head of Spiritual Care and Volunteers services and Volunteer Manager are part of a consultative process when volunteers are mentioned for new initiatives to the organisation (e.g. Welcome App). |
| 8. Volunteers should not be used to bypass minimum wage legislation. | Nor generate profit for owners. | Please refer to section 5. |
| 9. Volunteers and paid workers should be given the opportunity to contribute to the development and monitoring of volunteering policies and procedures | Including the need for policies that resolve any issues or conflicts that may arise. | * The Volunteer Policy is reviewed every three years and involves consultation with volunteers and paid workers and also a governance process that includes the Volunteer Forum, Staff Governance Group and Partnership Forum. * We have embedded as custom and practice an evaluation tool to measure volunteer experience. * Operational management of the service has also included consultation with the volunteers (e.g. Pastoral Care Volunteers and a Standard Operating Procedure for referral to a chaplain). |
| 10. Volunteer roles should be designed and negotiated around the needs and interests of volunteers, involving organisations and wider stakeholders | Finding legitimacy and avoiding exploitation through consensus depends on mutual trust and respect. | * Volunteers are also a part of the values of the organisation that includes being treated with dignity and respect * The organisation including volunteers is encouraged to consider new roles for volunteers * The review of existing roles includes consultation with services and volunteers. * Realistic and flexible in how we meet the needs of some volunteer groups (e.g. young people at school) * NHSGJ has always been mindful of equality, diversity and inclusion in volunteer roles and supports volunteers in these roles including routes to employment where indicated. * Engaging in projects (e.g. supporting the arm forces to engage in civilian life). * Volunteering is part of the NHSGJ Anchor project. * Maintaining and building new relationships with wider stakeholders. |