



# Get inVOlved

**Volunteering with  
NHS Golden Jubilee**

**Do you have some spare time you'd like to fill with a rewarding role?**

**Then why not get InVOLved!**

**You can make a big difference and gain valuable skills in a person-centred healthcare setting.**

## **Volunteers enhance our patient experience**

Our Volunteers play a vital role in making the hospital experience better for every patient that walks through our doors, and in shaping our services for the future.

### **Our values**



## **Can anyone be a volunteer?**

As volunteers work with the public in a healthcare setting you are required to undergo the same checks and balances as other staff.

Volunteers must:

- complete an application form;
- undergo an interview;
- provide 2 referees;
- sign data protection and confidentiality agreements; and
- complete an Occupational Health check.

## **What are the benefits to volunteering?**

- social interaction
- feeling valuable
- doing something you enjoy
- helping patients and visitors
- learning new skills
- keeping active

## Induction and Training

Once all checks and clearances have cleared, all Volunteers must complete our mandatory Corporate Induction Training online as well as completing training specific to their chosen role. For example, Hand Hygiene and Fire Awareness training courses need to be completed online every year for staff and patient safety.



## Ongoing Support

Volunteers will receive regular 1-to-1 review meetings and supervision meetings.

It is important to us that Volunteers feel that they can enhance and develop their skills by having opportunities to experience different roles as part of their professional and personal development.



If Volunteering is part of your pathway into future employment, every assistance will be offered to support this, including the provision of a reference if this is appropriate.

## Travel Expenses

NHS Golden Jubilee is committed to meeting the costs of volunteer travel expenses, which are paid on a monthly basis. For example, current mileage rates are 29p per mile when using a car.



## What commitment do I have to give?

We ask for a commitment of at least 3 hours per week for a minimum of 6 months.

It is important that when you are taking on a Volunteer role that you commit your time on days which are suitable for you.

You may be asked to keep a schedule of specific volunteering sessions each week, e.g. Monday 9am-12pm, or Tuesday 12.30pm-3pm.



# Volunteering opportunities

We have a wide range of volunteering opportunities in both advisory and patient/family support roles.

## Patient and Family Support Roles

### Meet and Greet Volunteer

Welcome people to the Hospital and help direct them to the appropriate departments/persons.

### Welcome Guide

Welcome, assist and direct patients attending the Eye Centre.

### Outpatient Support Volunteer

Support the work of Orthopaedic Outpatients by escorting patients to other departments within the hospital.

### Care Experience Volunteer

Capture direct patient and staff experience through questionnaires or audits to compliment the Boards' initiatives to continually improve the hospitals' quality of service.

### Patient Peer Support Volunteer

Offer peer support to patients before and/or after surgery.

## Volunteer quotes



“Volunteering is so uplifting, you absorb the patient’s positive attitude.”



“I’m glad I volunteered, it is giving me a new lease of life.”

“It feels good to help people and hopefully make them feel a bit better.”

“Great experience. Met a lot of really nice people, staff and patients.”

## Staff quotes



“Being a volunteer identifies a special type of person who is prepared to give up some of their own time to benefit the wellbeing of others.”



“The volunteers are a vital part of our team. They are friendly, approachable and helpful.”

“Volunteers offer a reassuring word or a welcome distraction, it helps to put the patient at ease and provides a more rounded experience of the patient’s visit to the hospital overall.”

“It takes a special kind of person to give up a great deal of their own time to help others and it must be one of the most selfless and noble things a person can do.”



**For further information, scan the QR code or contact:**

**Maureen Franks, Volunteer Manager**

**Telephone: 0141 951 5423**

**Email: [gjnh.volunteering@gjnh.scot.nhs.uk](mailto:gjnh.volunteering@gjnh.scot.nhs.uk)**

