



Volunteer Recruitment Pathway

As part of the Leisure & Family Services (LaFS) team at the RHN, volunteers are the life blood of our provision, they play a vital role bringing a greater quality of life and, as our acronym suggests, smiles to the people in our care.

Volunteers help to provide an engaging social life for residents and use their skills and time involved in a huge range of activities, including:

- Escorting to and engaging with residents at group activities, such as gardening, sports and arts
- Facilitating activities and small art projects on wards
- Escorting residents to the Sunday service
- Working 1:1 with residents reading, helping with crosswords and generally engaging the resident in activities that they enjoy
- Supporting residents to access email and the internet.

Volunteering can take place across all departments within the charity and as such we may also have volunteer roles with; Fundraising; Marketing & Communications, Music Therapy, Finance and HR. We also offer a service which is tailored to be as flexible as possible to suit the volunteer; all volunteer must be 16 +yrs.

Volunteer Placements

Available volunteer roles continuously change; as volunteers are required to commit to at least volunteering for 2-3hrs per week for a minimum of 6 months. Many volunteers stay much longer, some have been here for over 10yrs, however, we accept that individuals volunteer for many different reasons, some may just want to gain experience of our patient group, others have more personal reason and just want to give back.

We advise volunteers to begin volunteering within a group setting, as it will give a new volunteer the support of the other volunteers already working on the group and help them become orientated across the hospital whilst being support from the group and allow them to begin the process of getting to know patients.

The Leisure and Family Services offer volunteering opportunities in the following way:

Group Activity Volunteering

This volunteering is fixed to a set day and a set time, usually groups have at least four to five volunteers working on them depending on the size of the group and they are ideal for volunteers when they are starting out. It gives the support of working within a group, allows volunteers to get to know patients in a safe environment, and supports volunteers to get to know the lay out of the hospital with others.



Ward Volunteering

Is slightly more flexible and can be completed at a time that suits the volunteer, once decided upon tends to become a regular slot, but if the ward are happy for a change of day then this can be accommodated. Activities undertaken can include, playing board games, reading groups and arts and crafts. Ward volunteering works better if there is more than 1 volunteer engaging at the same time, but we do have individual volunteers who undertake ward volunteering.

1:1 support

The LaFS department receive volunteer requests from Speech & Language, Occupational Therapy and Psychology for volunteers to work on a 1:1 basis with individual patients (currently demand far outstrips the amount of volunteers engaging in this) Once a volunteer decides to engage in this they will be introduced to the requesting staff member, who will meet with them and explain what their intentions are for the request. They will introduce the volunteer to the patient and set any goals and objectives. The volunteer will be given a support line so that if they have difficulty they can always come back to the requesting staff member and address concerns. If this is the only volunteering undertaken it can become isolating, so is not the best way to begin.

Cover Volunteering

From her experience working with volunteers, Celina understands that many more people would become volunteers if there could be a much more flexible approach to it, so we recently set up the cover service. Weekly (usually Fri or Sat) we send out a weekly update email. This email will outline to week ahead. It will also list all of the group sessions that are short of a volunteer, enabling volunteers unable to commit to a regular weekly session or weekly volunteering to pick and choose sessions that they attend. It means that they will drop in and out of different groups, meet different patients and have the flexibility to volunteer when they have the time.

Applying to become a Volunteer

The RHN have a robust volunteer recruitment policy, which is extremely important to ensure the safeguarding of the vulnerable patients who resident within it.

Initially prospective volunteers need to complete the following forms:

- Application Form
- Personal Details form
- Volunteer Health Declaration Form

The application form can be [downloaded on our website](#), or the recruitment pack can be requested via volunteers@rhn.org.uk

All completed forms should be sent to either volunteers@rhn.org.uk or direct to jvernalls@rhn.org.uk who oversees our volunteer recruitment programme.



Once we have received these forms; the prospective volunteer will be contacted with regard to the next steps.

1. Completion of a DBS (Disclosure & Barring Services) form. This will be sent out in the post to the prospective at the address given in their application form. The form will be sent with guidance notes and needs to be returned to the LaFS office upon completion with 3 different forms of identification. Originals should be brought in for photocopying, copies cannot be accepted.

DO NOT SEND ORIGINALS VIA THE POST

- a. One proof of ID (Passport, Driving Licence, Nationalisation card e.t.c)
- b. One proof of Date of Birth (Birth Certificate, Passport, Driving Licence e.t.c)
- c. One proof of address (bill or bank statement dated within the last 3 month)

These are the most time consuming in terms of documentation as once LaFS receive the completed form and evidence they are sent to DBS for checking and can take anything between 4-8 weeks to be sent back, possibly longer depending on the applicant.

2. Attendance at a full day Volunteer Induction – these are usually offered 2 twice a month one set for a week day and one set for a Saturday. Participants are asked to give their preferences and these sessions are subject to change and possibly cancellation due to ensuring suitable attendance numbers by volunteers.
3. Once all of this is completed the volunteer needs to wait until they received their DBS certification from the Disclosures and Barring Services, this certificate will be sent directly out to the volunteer at the home address they have given on their DBS form. Volunteers should either scan and send a copy of their certificate or bring it in to the LaFS office so that it can be copied.