



Volunteer FAQ's:

To be a volunteer you need to:

- Be over 16 years old.
- Be willing to commit to at least three hours a week for a minimum period of six months.
- Be happy to work on your own.

Can I start immediately?

We have processes we need to follow to make sure volunteering is safe, personal and effective. You won't be able to start volunteering until this has been completed. As part of this process you will have to complete training to make sure you have the tools you need to enjoy your volunteering. Some roles will require you to complete certain checks i.e., DBS or references. You will also be required to have an interview with the Service Provider you have signed up to before being placed in the role.

Will I get training?

Our volunteers can take part in the e-Learning for Healthcare National Volunteer Certificate training, which will help you understand a bit more about volunteering and the values. There are multiply choice tests and you will receive a completion certificate. Service Providers will let you know which modules you need to complete. Some of the roles may require extra training before you begin, and this will be explained to you once you join a role with a Service Provider.

Do I have to complete the training?

Yes, you will need to complete the training that is relevant to your role and Service Providers will list out which modules you will need to complete. The majority of the courses are topics that all Service Providers would train you in as part of your induction and ongoing volunteering. The aim is to help develop your knowledge and skills and to better support you in your role and to protect and improve the care we provide to patients and carers.

As the training package is standardised, other health and care organisations can accept the training, rather than retraining you again and you having to repeat courses to volunteer with other organisations.

How old do I have to be to volunteer?

To volunteer you must be over 16 years old, this is because of the responsibility we are placing on you, and because of the some of the checks we will need to complete before you start. There is no upper age limit. Some roles will have different age limits depending on the role.

Can I just volunteer in one specific place or role?

No, you'll be applying to volunteer for a specific role with a Service Provider. If there isn't a role you'd like to carry out, please keep checking the website as there may be something more suitable in the near future. Once with us, you can be as flexible as possible and work for several Service Providers as long as dates and times don't clash.

Can I volunteer for work experience or to shadow staff?

Volunteers will have specific roles and do not carry out any shadowing of staff. We ask volunteers to be willing to commit at least three hours a week for a minimum period of six months.

Will this guarantee me a job?

By definition volunteering involves spending time, unpaid, doing something that aims to benefit the environment or someone other than, or in addition to, close relatives. Volunteering will NOT guarantee you a paid position. Volunteering can give you valuable experience and build skills that can help you to gain paid employment.

Can I claim expenses?

Our volunteers can claim out of pocket expenses they have encountered because of their volunteering. Please contact your Service Provider to discuss their expense claim policy.

Who looks after me?

On registering on the Volunteer Passport you will be looked after by the Volunteer Administrator for the web platform. Any queries or concerns about the platform, training, DBS checks etc please contact the Volunteer Administrator on volunteer.passport@nhs.net

Once you have applied for and have been accepted for a role by a service provider, they will look after you throughout your role.

What are the benefits to signing up to the Volunteer Passport?

- Greater visibility of roles available
- More efficient process for applying for roles (collect the information once and used multiple of times)
- Have access to all the resources and training under one system.
- Can search for any open shifts based on time, location and interest allowing skill development.
- Mobile access via an app providing flexibility and access to roles.
- Support for flexible and diverse portfolio working.
- Greater choice and control over workload and hours
- Receive notifications about roles that matches your preferences.
- Have access 24/7 to a full record of all shifts worked and all communications in one handy place.