

# Getting started with volunteering





## A message from our Chief Operations Officer & Deputy Chief Executive, Lynn Parkinson.

Thank you for sharing an interest in volunteering at Humber Teaching NHS Foundation Trust. Our volunteers play a vital role in supporting our patients and our staff.

Getting started as a volunteer is easy and you'll be supported every step of the way. Our dedicated Volunteering Team are here to help you take up your new role as quickly as possible.

We truly appreciate every one of our fantastic volunteers and the contribution you make to supporting your local community.

## What's next?

To get started with volunteering there are a number of checks to protect the health, safety and wellbeing of our patients, staff, and you as a volunteer.

## Occupational Health

Our Occupational Health team are here to ensure that your health is fully supported in your voluntary role.

All volunteers complete a Health Questionnaire to help identify what support or reasonable adjustments we can provide for you to undertake volunteering duties safely.

If health or disability will not necessarily disqualify you from volunteering, we may recommend adjustments as a result of this assessment to enable you to volunteer safely.

## Next steps?

A Health Questionnaire link will be emailed to you to complete, if you have any difficulties or are unsure how to answer any of the questions please contact:

### Any questions or need support?

Contact the Occupational Health Team:  
[hnf-tr.occupationalhealthdepartment@nhs.net](mailto:hnf-tr.occupationalhealthdepartment@nhs.net)

or the Volunteering Team:  
[hnf-tr.voluntaryservices@nhs.net](mailto:hnf-tr.voluntaryservices@nhs.net)

## Disclosure and Barring Service (DBS) checks

The Disclosure and Barring Service (DBS) helps organisations to make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups.

All volunteers will be supported to complete a DBS application. The level of DBS check will vary based on the voluntary role.

A DBS check will make us aware of any previous convictions that could make you unsuitable for working in particular areas or roles. Certain convictions may not preclude you from volunteering, however there may be restrictions on the volunteering roles you are able to carry out.

### Next steps?

A link will be emailed to you to complete this process. You will need to supply supporting evidence, in person, for your application such as a passport/driving licence/recent utility bill.

#### Any questions or need support?

Contact the Volunteering Team  
[hnf-tr.voluntaryservices@nhs.net](mailto:hnf-tr.voluntaryservices@nhs.net)

## Online Training

As part of our commitment and investment in our volunteers, the e-learning platform provides access to the essential core training you need to get started.

You will need to complete some online volunteer training to support you in your role. You may be asked to undertake some additional training, online or face to face, depending on the role you are applying for.

### Next steps?

Information will be emailed to you to complete this process. Training takes approximately 3 hours to complete. Modules include; Roles and Responsibilities of a volunteer; Communication; Data Security awareness; Conflict Resolution; Equality, Diversity and Human Rights; Safeguarding Adults; Safeguarding Children; Preventing Radicalisation; Mental Health Awareness; Health Safety and Infection Prevention and Control; Fire Safety; Humber Trust Introduction.

#### Any questions or need support?

Contact the Volunteering Team.  
[hnf-tr.voluntaryservices@nhs.net](mailto:hnf-tr.voluntaryservices@nhs.net)



# Frequently Asked Questions



If your question is not covered below, or you need additional support with the application process please contact the Voluntary Services team

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

## How quickly can I start?

We aim to get our volunteers up and running as quickly as possible.

Once your application has been processed we can get you up and running in as little as 2-3 weeks. The only delays will be related to the external checks that are required as part of the process. Read more about those below.

If you decide you would like to join us as a volunteer, we will lead you through the online application process.

## What checks are required before I can begin volunteering?

### Disclosure and Barring Services (DBS)

Disclosure and Barring Services (DBS) clearance is required for all our volunteers

The Disclosure and Barring Service (DBS) helps organisations to make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups.

All volunteers will be supported to complete a DBS application. The level of DBS check will vary based on the voluntary role.

A DBS check will make us aware of any previous convictions that could make you unsuitable for working in particular areas or roles. Certain convictions may not preclude you from volunteering, however there may be restrictions on the volunteering roles you are able to carry out.

We will arrange a meeting to check your ID documents so we can get the DBS process started as early as possible. A DBS check can take from a week to a month or sometimes longer. As long as you supply the correct ID and complete the relevant forms quickly, accurately, and correctly you can reduce delays and get started in your voluntary role.

### Occupational Health Checks

Our Occupational Health team are here to ensure that your health is fully supported in your voluntary role.

All volunteers complete a confidential Health Questionnaire to help identify what support or reasonable adjustments we can provide for you to undertake volunteering duties safely.

Ill health or disability will not necessarily disqualify you from volunteering, we may recommend adjustments as a result of this assessment to enable you to volunteer safely.

You may be invited for a telephone/ in-person appointment before you receive clearance and if there aren't any pending vaccinations or health concerns Occupational Health will confirm your health check clearance.

If you have any concerns about providing this information, please contact our Occupational Health advisors. All information you provide is treated confidentially

Email:  
hnf-tr.occupationalhealthdepartment  
@nhs.net

## What training will be provided?

You will need to complete some essential online volunteer training, via an e-learning platform, to support you in your role.

You may be asked to undertake some additional training, online or face to face, depending on the role you are applying for.

## Can I have additional help with the training?

Yes, we appreciate that some volunteers may require additional support with the online training. Please contact the Volunteering Team if you need any support with accessing or completing the training.

## Will I be interviewed?

You will have an informal interview over the telephone or online via Microsoft Teams.

This call will allow you to find out more about the volunteer placement and the role you will be doing to ensure it is right for you. It's also a great opportunity to meet the team and ask any questions you have.

You will be required to complete a local induction at your placement which is carried out by a member of the team when you start.

## What happens next?

Once you are cleared for volunteering you will be able to log on to the GoAssemble system via the app. This will allow you to find out more about current vacancies, log your volunteering hours, keep a volunteering diary, keep track of your training progress, update us on all your current information and more.

## Are there any age limitations for volunteers?

We accept applications to become a volunteer from people aged 18 and over. There is no upper age limit for volunteering as long as you are able to carry out your role.

## Will I be able to claim expenses?

Yes. Our volunteers can claim expenses and access free parking at Trust sites. Information on how to do this will be made available when you start in your role as a volunteer.

## What other opportunities are there to get involved in Trust activities?

Getting involved in the Trusts initiatives is a great way to enhance your experience, work on rewarding projects and keep yourself active.

### Trust Membership

Becoming a member gives you the opportunity to become involved and have a say in how our services are developed. Membership is free and you can be involved as much or as little as you would like.

**Apply online: [humber.nhs.uk](https://humber.nhs.uk)**

### Attend a Patient and Carer Experience forum

Our Patient and Carer Experience forums in Hull and East Riding, Whitby and District and Scarborough and Ryedale give patients, service users, carers, staff, statutory and voluntary organisations the opportunity to have a voice and to raise awareness of patient and carer experience.

Email the Patient and Carer Experience team for more information and dates.

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

### Support our Charity

Our Trust charity, Health Stars raise thousands of pounds every year to invest in our patients, our environments and our teams.

**You can find out more at [healthstars.org.uk](https://healthstars.org.uk)**

### Get involved in research

Our research team contributes to research that improves treatments, diagnosis, prevention and healthcare for the benefit of all patients. We know that the more people who take part in research, the faster progress we can make to improve health and care; so we're determined to make it as easy as possible for the public to learn about research and to take part.

- Become a Research Champion help to promote research across the Trust and community.
- Help try new treatments, complete questionnaires, or provide samples for genetic testing, plus much more.
- Opportunities to help guide new research ideas.

**Contact the team for more information.  
Email: [hnf-tr.ResearchTeam@nhs.net](mailto:hnf-tr.ResearchTeam@nhs.net)**



