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# Volunteering in NHSScotlandhttp://thesource/our-organisation/Communications/Shared%20Documents/HIS_CE_RGB.png Developing Volunteering Checklist

This checklist has been designed to support those who manage volunteers in designing volunteer roles. It is specifically aimed at ensuring that the boundaries of the role do not infringe upon the roles of paid staff and that due consideration has been given to the support needs of the volunteer.

The checklist draws from existing good practice from Volunteering Australia[[1]](#footnote-1), NHS Lanarkshire and work undertaken through the Volunteering in NHSScotland Programme[[2]](#footnote-2).

## Duties that should not be undertaken without specific training and local agreement

Whilst all volunteer roles require induction training, the following is a list of tasks that volunteers should not undertake without specific training and local agreement (e.g. through the Partnership Forum, a subgroup of the Forum or other local staff engagement structure).

The list is not definitive and organisations may wish to expand the list to create their own version.

In most cases volunteers would not:

* take people to the toilet
* dress people
* feed people (see ‘Ward Volunteers at Mealtimes’[[3]](#footnote-3) for guidance)
* have contact with open wounds
* transfer people from chairs/beds to wheelchairs
* assist staff in moving people from beds to chairs
* write in clinical or care case notes
* have access to clinical or care case notes
* use Information Technology except where terminals have been provided for patient/service user access or internet purposes
* carry out clerical tasks which provide access to patient identifiable information
* clear up spills which may be body fluids, and
* handle people’s money.

**If there is an intention to develop a role that includes any of the above points, it is imperative that engagement takes place with the appropriate staff representative bodies, regardless of whether the staff requesting the role have deemed it an acceptable role.**

**Checklist for designing volunteer roles**

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| 1. **How does the role meet organisational need, the needs of prospective volunteers and, where relevant, contribute to person-centred care?** |
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| 1. **What engagement has taken place with existing third sector agencies to ensure there is no duplication of effort?** |
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| 1. **Who has been identified as a supervisor or manager of the volunteer role?** |
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| 1. **What resources have been identified to provide volunteer expenses?** |
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| 1. **Is the role covered by the organisation’s insurance framework?** |
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| 1. **How have staff, and where relevant, patients and the public been involved in the design of the role?** |
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| 1. **How does the role differ from the roles of paid staff?** |
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| 1. **Does the content of the proposed role fall comfortably outside the list of duties that should not be undertaken without specific training and local agreement?** |
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1. [www.volunteeringaustralia.org/wp-content/uploads/Volunteering\_Australia\_Volunteer\_Roles\_Toolkit+1-1.pdf](http://www.volunteeringaustralia.org/wp-content/uploads/Volunteering_Australia_Volunteer_Roles_Toolkit+1-1.pdf) [↑](#footnote-ref-1)
2. [www.hisengage.scot/volunteering](http://www.hisengage.scot/volunteering) [↑](#footnote-ref-2)
3. [www.healthcareimprovementscotland.org/our\_work/patient\_safety/improving\_nutritional\_care/‌mealtime\_volunteers.aspx](http://www.healthcareimprovementscotland.org/our_work/patient_safety/improving_nutritional_care/‌mealtime_volunteers.aspx) [↑](#footnote-ref-3)