Volunteer Worker, Work Experience and Observation Policy and Procedures
Ref No: V1

See also: Located in following Policy folder

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<thead>
<tr>
<th>Service Area</th>
<th>Issue Date</th>
<th>Issue No.</th>
<th>Review Date</th>
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<td>Trust Wide</td>
<td>01.10.2011</td>
<td>1</td>
<td>01.10.2013</td>
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Authors: Ratified by date Responsibility for review:

Policy Development Group Policy Development Group

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Workforce and Organisational Development policies and procedures
1. INTRODUCTION

This Policy is set out to ensure the safety and well-being of staff, the volunteer and service users in line with best practice and the need to protect potentially vulnerable people of all ages, and is written in relation to voluntary work and work experience undertaken at a number of premises in the Trust.

The increased numbers of staff the NHS is attempting to recruit as part of the NHS Plan places emphasis on all Trusts to attract large numbers of school leavers into the NHS. Mental health has always suffered from a level of stigma, which places more strain on this part of the service to attract new recruits in the numbers required.

Derbyshire Healthcare Health Service does not suffer from high levels of turnover in total but it does have hotspots where turnover is high and maintaining staffing levels to full establishment proves difficult in several areas. One way to improve the recruitment of young staff is through work experience. The results of our efforts may not be immediate in the professions where school leavers must go on to university, and in some cases post graduate study, before being qualified to pursue their chosen profession. However, raising interest in working in the NHS and mental health in particular can enhance our reputation as an employer and expose young adults to career opportunities they might otherwise not have considered. This document is designed to show the benefits and issues of having work experience placements within the Trust.

Benefits of Work Experience
Increasing the exposure to mental health and learning disabilities and raising awareness of a career in mental health.
Raise the profile of mental health.
Engender greater understanding of mental health disorders not just amongst children but also their parents.
Builds links with schools.
Helps improve the quality and preparedness of young adults coming into mental health and learning disability services.
Helps the Trust to compete with other employers.
Rises the profile of the Trust in the local community
Helps improve the profile of the Trust with parents, teachers and students and increases our knowledge of the educational system.
Increases the motivation of staff.

Work experience is a partnership between employer, student and the school/college. Any student who is motivated can succeed in a work experience placement.

2. CONTEXT

This policy is set out to address issues concerning volunteers and work experience opportunities (see guidance Appendix 1) at a number of premises
within the Trust It is important that such voluntary work should be subject to formal processes and operate in a similar way to an employee of the Trust.

For this reason the volunteer must be treated as an employee in respect of all pre-employment checks to which an employee is subjected, occupational health checks and two references being required. As the Trust is likely to be liable for the acts or omissions of the volunteer regardless of whether or not they are employees of the Trust, volunteers must undergo an enhanced Criminal Records Bureau (CRB) check before a commencement date can be agreed.

Some work experience offers a variety of limited opportunities, therefore the requirement for CRB is lowered, or not applicable. (Appendix 1)

All volunteer workers must sign a confidentiality agreement. (Appendix3)

The prospective volunteer will carry the responsibility of the cost of the CRB check. If however they meet criteria described within the CRB checklists, this cost will be nil. Please refer to CRB documentation. Finally this policy is to remind volunteers and staff that this work is:

a) Not be used in any way to exploit either the voluntary nature of the worker or to undertake work staff employed by the organisation.

b) The volunteer worker must receive reasonable supervision from a manager or delegated member of staff at all times.

c) Work experience and observation candidates will be supervised closely at all times by appropriately appointed Trust employees.

This policy links to the Voluntary Drivers and Healthy Policies.

3. **RESPONSIBILITIES**

The relevant manager is responsible for assessing and defining the nature of the voluntary work to be undertaken.

The volunteers roles and responsibilities must be described by the relevant manager in the form of a job plan/description, which will be discussed, agreed and signed by both the volunteer and the relevant manager. The volunteer will need to sign an Honorary Contract prior to starting the post, as well as the confidentiality statement.

The Honorary Contract needs to make it clear who will take responsibility for the volunteer whilst he/she is undertaking their responsibilities. Someone must look after the volunteer at all times and make it very clear what they can and cannot do.

For students and work observation placements, no Honorary Contract is required, it must be made clear before the placement is accepted that observing is all they will be able to do.

a) The job plan / description will identify lines of reporting, resources to be used and development issues. The position will be evaluated on a regular basis, and may include the identification of training issues. See Trust Essential Training Matrix.
b) All volunteers will need to be inducted into the Trust at a local and Trust level, in line with employed members of staff. Work experience and observation placements will only require local induction.


d) **Confidentiality:** Many student work experience / observation placements fail because of the issue of confidentiality, which although of paramount importance can be overcome. All students and volunteers must sign the confidentiality statement prior to the placement/work commencing. In the case of work experience/observation placements or volunteers under 18, an individual in a senior position at the school/college involved must countersign this, and/or a parent. In countersigning the form they are indicating that they have spoken to the student concerned and discussed the importance of confidentiality in relation to Mental Health Services.

e) The student/volunteer must also receive a face-to-face explanation from their supervisor reiterating the importance of patient confidentiality.

f) If students/volunteers are given the responsibility of their actions, they often appreciate the trust placed in them and the use of official forms and verbal explanations of the rights patients must have for their confidentiality to be observed.

g) As the overriding responsibility is always to the patients and their relatives, explicit consent for a student to be present must be sought and patients must be aware that the work experience student is a school/college pupil and not a nursing / therapy student. Patients must be given the opportunity to exclude the student from any aspects of their care.

h) Through careful management and official documents, the concern over confidentiality should be kept to a minimum.

i) All persons on a placement must be issued with a security badge, these are available from the Estates department (make sure they return the badge to you before they leave). This is the responsibility of the Business Unit/Department where the student is to be placed.

j) The school is normally covered for insurance purposes, however, all Trusts have public liability and employer liability insurance, which is sufficient for any student who signs the confidentiality statement and is over 14 years of age. This includes all volunteers, adult placements and students from overseas. Often careers teachers wish to visit the students whilst they are here. The Business Unit/Department arranging the placement will be responsible for organising this directly with the school.

k) It will be the responsibility of the person accepting the placement to notify all necessary people/departments that a student is in the Business Unit/Department.
l) If you have any further queries please contact the Workforce and Organisational Development Department.

4. OFFERING A WORK EXPERIENCE PLACEMENT / OBSERVATION PLACEMENT

All Business Units are encouraged to promote work experience or observation placements. The following procedure must be taken into account if placements are to be offered.

a) Placements should be considered for students from school year 10 onwards only; the minimum age for any placement is 14 years old. The minimum age for placements where there is any form of patient contact is 17 years old or over.

b) All students wishing to undertake a placement must complete the application form (see Appendix 1) and pre-placement health questionnaire (see Appendix 2).

c) Volunteers must apply in person to the department they wish to work in, they will then be subject to interview, CRB, Health Checks and provide two references. (Appendices 12 – 15). Volunteers will only be offered short term, temporary contracts, please contact Workforce and Organisational Development for advice.

d) Having completed and returned Appendix 1 and 2 the confidentiality statement, Appendix 6, must be forwarded to the student. These are available from the Workforce and Organisational Development Department, Bramble House, Kingsway Hospital. Two copies must be completed, both copies signed by the individual who should keep one copy, and the directorate the other. It is essential to send the contracts to the student prior to them starting and ask them to bring the signed copy on the day of commencement. Should the student fail to bring the signed copy of the confidentiality statement they must not be allowed to commence the placement.

e) All persons on a placement must be issued with a security badge, these are available from the Estates department (make sure they return the badge before they leave). This is the responsibility of the Business Unit/Department where the student is to be placed.

f) The school is normally covered for insurance purposes, however, all Trusts have public liability and employer liability insurance, which is sufficient for any volunteers or student over 14 years of age, including adult placements and students from overseas.

g) Often careers teachers wish to visit the students whilst they are here. The Business Unit / Department arranging the placement will be responsible for organising this directly with the school.
h) It will be the responsibility of the manager accepting the student on the placement to notify all necessary people/departments that a student is in the Business Unit /Department.

i) If you have any further queries please contact the HR Advisor at Kingsway Hospital on 01332 362221 ext 3320.

5. **CO-ORDINATING INFORMATION REGARDING PLACEMENTS.**

The Learning and Development Department at Kingsway House, Kingsway Hospital will be responsible for maintaining a Database of all student placements/observations. Therefore they must be informed in advance of any placement and duration of the placement by the supervising officer using the Placement Co-ordination Form (Appendix 6). The Training and Development Department will not organise the placement, this must be done directly between the Business Unit / Department and school/teaming institution concerned. Volunteers within the Trust will be monitored by the department they work within.

6. **INDUCTION CHECKLIST (APPENDIX 8)**

The student induction checklist (Appendix 8) must be completed within the Business Unit / Department on the first day of the student's placement. This is essential for health and safety purposes and provides emergency contact details for the student should any difficulties arise during their period of placement. Volunteers will undertake the full Trust and local induction as any paid member of staff.

7. **EVALUATION FORM (APPENDIX 9)**

The evaluation form must be issued to the students on their final day of placement. This form will provide useful information which could result in changes to future placements. It is the responsibility of Business Unit / Department involved to issue this form. It will not be issued by the Training and Development Department. Once completed the form should be forwarded to the relevant Workforce and Organisational Development Department.

8. **SUPERVISORS REPORT FORM (APPENDIX 10)**

At the end of the placement the contact within the Business Unit / Department where the placement took place is responsible for completing and returning the Supervisors Report Form. The form must be returned to the school/college Careers Advisors who signed the original Placement Application Form.

9. **PAY/EXPENSES**

No payment or re-imbursement of expenses incurred in the student travelling to the placement site will be made. Payment of travelling expenses is entirely at the discretion of the college/school involved in placing the student.
10. **APPENDICES**

Appendix 1 - Guidelines for managers co-ordinating work experience/observation placements in their department
Appendix 2 - Application for Work Experience or Observation Placement
Appendix 3 - Confidential Pre-placement Health Questionnaire
Appendix 4 - Confirmation letter for work experience / observational placement.
Appendix 5 - Confirmation letter for voluntary work.
Appendix 6 - Work Experience Confidentiality Statement
Appendix 7 - Work experience/observational placement information for Training Department.
Appendix 8 - Induction Checklist for work experience / observation students
Appendix 9 - Student placement evaluation form
Appendix 10 - Work experience / observation supervisors feedback form
Appendix 11 - Volunteer, Work Experience CRB Guidance
Appendix 12 - Definitions of Volunteering, Work Experience and Observational Placements
Appendix 13 - Volunteer Information Checklist
Appendix 14 - Voluntary Work Training, Capability and Assessment Form
Appendix 15 - Voluntary Work Confidentiality Declaration
Appendix 16 - Volunteer Reference Request Form
APPENDIX 1

GUIDELINES FOR MANAGERS CO-ORDINATING WORK EXPERIENCE / OBSERVATION PLACEMENTS IN THEIR DEPARTMENT

In preparation to receive such students the Business Unit / Department should:

a) Consider the view of all its team members, allowing ample opportunity for open discussions.

b) Agreement should be reached on the number of students each Business Unit / Department can accommodate at any one time.

c) Anticipate outcomes before commencement of the period of work experience or observation placement.

d) Formulate tailored programmes with identified learning opportunities and experiences before its commencement.

e) Establish formal links with school tutors or the careers service.

f) Arrange de-briefing sessions for the students by a clinical mentor. These should be built into the planned programmes.

g) Ensure feedback and/or evaluation of the placement by completing the Supervisors Report (see Appendix 9) and forwarding a copy to the school/college.

Such provision should be carefully monitored and regularly reviewed.
APPENDIX 2
Please search for the Application for Work Experience or Observation Placement Form within the Approved Forms Library on Connect to access the latest version of this form.

APPENDIX 3
Please search for the Confidential Pre-Placement Health Questionnaire For Volunteering And Work Experience within the Approved Forms Library on Connect to access the latest version of this form.

APPENDIX 4
Please search for the Confirmation Letter for Work Experience Observational Placement within the Approved Forms Library on Connect to access the latest version of this form.

APPENDIX 5
Please search for the Confirmation Letter for Voluntary Work within the Approved Forms Library on Connect to access the latest version of this form.

APPENDIX 6
Please search for the Work Experience Confidentiality Statement within the Approved Forms Library on Connect to access the latest version of this form.

APPENDIX 7
Please search for the Work Experience Observational Placement Information for Training Department within the Approved Forms Library on Connect to access the latest version of this form.
APPENDIX 8

Please search for the Induction Checklist for Work Experience and Observation Students within the Approved Forms Library on Connect to access the latest version of this form.

APPENDIX 9

Please search for the Student Placement Evaluation form within the Approved Forms Library on Connect to access the latest version of this form.

APPENDIX 10

Please search for the Work Experience Observation Supervisors Feedback Form within the Approved Forms Library on Connect to access the latest version of this form.
**APPENDIX 11**

**Guidelines for CRB Check Levels with respect to volunteers, work experience and observation placements**

<table>
<thead>
<tr>
<th>CLINICAL EXPERIENCE OFFERED</th>
<th>AGE 14</th>
<th>AGE 15-16</th>
<th>AGE 17-18</th>
<th>AGE OVER 18</th>
<th>CRB LEVEL</th>
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<tr>
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<td>√</td>
<td>√</td>
<td></td>
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</tr>
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<td>√</td>
<td>√</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>√</td>
<td>√</td>
<td></td>
<td></td>
<td></td>
</tr>
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<td>√</td>
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<table>
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<td></td>
<td>STANDARD</td>
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<td>√</td>
<td>√</td>
<td></td>
<td></td>
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<tr>
<td>6   Work experience</td>
<td>√</td>
<td>√</td>
<td>√</td>
<td>√</td>
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<td>7   Shadowing</td>
<td>√</td>
<td>√</td>
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<tr>
<td>8   Daughter/son at work day</td>
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<td>√</td>
<td>√</td>
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<td>9   Mentoring</td>
<td>√</td>
<td>√</td>
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<td>√</td>
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</table>

This guidance describes the base level of CRB check clearance required, and the minimum age permitted within the respective areas. There may be local differences which are even more restrictive than these guidelines due to the nature of the placement, and based on the managers discretion.

Please note the minimum age for *any* clinical placement is seventeen years of age, and will all require an *enhanced* CRB check for volunteering.

CRB will not be required for shadowing or daughter at work day, due to the close level of supervision that will be provided, and the timescales involved in the CRB clearing process would be prohibitive in making these placements viable.
APPENDIX 12

DEFINITIONS OF VOLUNTEERING AND WORK EXPERIENCE OPTIONS.

We are receiving requests for students to gain a wide range of experience with us for a variety of reasons. A number of terms are in use:

1. **Work Experience** - this is a requirement of the national curriculum for all year 10/11 (14/15 year old) students. It is usually organised by the Careers service or the individual student and is commonly in a one or two week block at varying times of the academic year. The student should have objectives to achieve and keep a record of their experience. University Clearing and Admissions Service (UCAS) also require some related experience for their application form and particularly in health related qualifications, the applicant will not be short listed without it.

2. **Work Shadowing** - the opportunity to accompany a staff member as they perform their usual working activities to learn about a particular role. This can be part of management training or to achieve specific learning objectives.

3. **Daughter/Son at Work Day** - an opportunity for 13 year old students to spend a day with their parent or other adult to gain an insight into the world of work. It started in the USA approximately 10 years ago, initially only for girls, but is now used more generally. Starting to fall out of favour with some schools that no longer see the need for it. The Trust cannot always provide these opportunities.

4. **Volunteering** - offering a regular commitment of time without monetary reward to assist in patient care in some way. This will be dependent on age, maturity, motivation, and time available.

5. **Mentoring** - The Trust `adopts' one or more schools to form close working relationships with individual staff and students. Members of staff have one or more students whom they undertake to meet with regularly and act as a guide/advisor in their schoolwork, career plans, application forms etc. Some staff with connections through their own children may already be doing this.

6. **Business Days** - these may also be called 'Opportunities for Work' or other similar titles. Usually one or two days where employees spend time with the students (usually year 10) at a particular school doing group activities, team-building and preparing for applications, form filling and interviewing.

7. **Miscellaneous Activities** - the Trust might become involved with include 'Maths at work' projects,' PSHE (personal, social and health education) sessions' and communication sessions.

8. **Age Groups** - these generally fall into the following patterns:
   - 14/15/16 years = Take your daughter/son to work day/Initial work experience of one or two weeks.
   - 16/17/18 years = pre UCAS or gap year work (each profession makes its own decision about placements during courses).
### APPENDIX 13

#### Volunteer Information Checklist

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<th>Tick when completed</th>
</tr>
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<tr>
<td>Volunteer Registration Letter</td>
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<tr>
<td>CRB Check</td>
<td>☐</td>
</tr>
<tr>
<td>References</td>
<td>☐</td>
</tr>
<tr>
<td>Training And Assessment Consent Form</td>
<td>☐</td>
</tr>
<tr>
<td>Confidentiality Form</td>
<td>☐</td>
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<tr>
<td>Risk Assessment Form</td>
<td>☐</td>
</tr>
<tr>
<td>Occupational Health Screen</td>
<td>☐</td>
</tr>
<tr>
<td>Acceptance Letter</td>
<td>☐</td>
</tr>
<tr>
<td>Letter to GP (where appropriate)</td>
<td>☐</td>
</tr>
<tr>
<td>Letter to Consultant/Care Programme Coordinator (where appropriate)</td>
<td>☐</td>
</tr>
<tr>
<td>Letter to Occupational Health (where appropriate)</td>
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</tr>
</tbody>
</table>
APPENDIX 14

Please search for the Voluntary Work Training, Capability and Assessment Form within the Approved Forms Library on Connect to access the latest version of this form.

APPENDIX 15

Please search for the Voluntary Work Confidentiality Declaration within the Approved Forms Library on Connect to access the latest version of this form.

APPENDIX 16

Please search for the Volunteer Reference Request Form within the Approved Forms Library on Connect to access the latest version of this form.
APPENDIX 17

VOLUNTEER WORK FLOW CHART

Volunteer makes initial contact for possibility of work
Volunteer provided with application form from Recruitment and retention services
Candidates interviewed
Success at interview

Job Description written by local manager, and agreed with volunteer.
Short listing process, decision making to include the criteria outlined in “Volunteer, Work Experience CRB Guidance”, Appendix 11, and “Definitions of Volunteering, Work Experience and Observational Placements”, Appendix 12

Health check and CRB checks Undertaken, two Reference Request forms sent, Appendix 16

Confirmation of voluntary work letter sent to successful candidate, Appendix 5

Letters of Voluntary work offer sent to GP, Consultant Psychiatrist and CPA coordinator, if appropriate

Honorary contract signed, which includes details of who will take responsibility for the volunteer whilst he/she is undertaking their responsibilities.

Regular feedback to GP, Consultant Psychiatrist, CPA coordinator if appropriate

Work starts; first working day to include local and Trust inductions, Confidentiality Declaration form signed, Appendix 15, Training and Capability Assessment form signed, Appendix 14. Security Badge issued, Volunteer Information Checklist completed Appendix 13.

Voluntary work evaluated by manager and volunteer on a regular basis.
APPENDIX 18
STUDENT PLACEMENT / OBSERVATION FLOWCHART

Initial contact from student / teacher / student placement coordinator.

Application Form, Appendix 2, and Pre-Placement Health Questionnaire, Appendix 3 sent to and completed by the appropriate people, then returned to the manager, who checks for compliance.

Confirmation letter for work experience / observational placement, Appendix 4, Pre-placement health check form, Appendix 3, and Confidentiality Statement, Appendix 6, are all sent to student.

First day of placement,
- local induction undertaken, including explanation of Confidentiality,
- Student Induction checklist completed
- student returns Confidentiality Statement Appendix 6,
- Security Badge issued,
- all people in department made aware of the presence of a student,
- Learning and Development department made aware of student placement, Appendix 7.

Manager negotiates visits with teacher / student placement coordinator if required.

End of placement.

Work experience / observation supervisors feedback form, Appendix 10, completed by manager, and returned to Business Unit Human Resources Department.

Work experience / observation evaluation form, Appendix 9, issued to student, completed and returned to Business Unit Human Resources Department.