



Swansea University Health Board Volunteer Service
Reintroduction of Volunteer Services Plan
(v2 August 2020)

Actions/Activity	Detail	Persons Responsible	Timeframe	Update
Phase 1 - Review and planning stage				
Volunteer recruitment remains postponed	<ul style="list-style-type: none"> Continue to register new enquiries. Recruitment to remain open for COVID-19 response roles including the Field Hospital Volunteer Pool (Reserve Bank). 	Volunteer Service	Ongoing	
Audit existing volunteer base	<ul style="list-style-type: none"> Communication: <ul style="list-style-type: none"> - email/letter to volunteers giving information around plans for reintroduction - questionnaire sent to gather feedback and numbers of volunteers wishing to return Review number of volunteers able to return, taking further time away from role, shielding and in "at risk groups" Focus groups/Meetings to be carried out giving volunteers opportunity to provide feedback regarding returning and informing future plans. 	Patient Experience Team Volunteer Service Volunteer Service Volunteer Service	July/August July/August August August	
Audit current volunteer roles	<ul style="list-style-type: none"> Collate current volunteer roles and volunteer numbers – highlighting numbers of those currently shielding/at risk group if known. Identify those roles which may be deemed "high risk" or in "high risk" areas. 	Volunteer Service	End of July	



	<ul style="list-style-type: none"> Identify those roles with changes to area/service. Identify any further training that will be needed. 			
Risk Assessment and Sign off	<ul style="list-style-type: none"> COVID-19 Volunteer Service Risk Assessment Quality Impact Assessment for non-ward based roles submitted Quality Impact Assessment for ward based roles submitted 	Vol Service Vol Service Vol Service	July July August	
Phase 2 - Reintroduction of non-ward based roles				
Identify areas where volunteer support is required	<p>Volunteer Role Request Pro-forma completed to include:</p> <ul style="list-style-type: none"> tasks volunteer will carry out resources and training required equipment/materials needed for role uniform/PPE required IPC measures local induction arrangements supervision structure <p>Role trialled and feedback provided.</p> <p>Role Description created or amended and volunteer role-specific risk assessment carried out and signed off by Service/Dept Lead</p> <p>New roles taken to Volunteer Cell/Volunteer Implementation Group for comment and sign off.</p>	Dept/Volunteer Service Volunteer Service Volunteer Service Volunteer Service	Ongoing	
Recruitment to role (following successful trial, approved RD and RA)	Role offered to existing volunteers and Field Hospital Volunteer reserve pool.	Volunteer Service	Ongoing	



	<p>Relevant PECs completed (Occupational Health and DBS where necessary)</p> <p>Volunteers complete Welsh Government self-assessment and have discussion with Volunteer Service</p> <p>Resources/Training provided.</p> <p>Local induction carried out.</p>	<p>Volunteer Service</p> <p>Volunteer Service</p> <p>Volunteer Service/Dept Lead</p> <p>Volunteer Service/Dept Lead</p>		
Phase 3 - Reintroduction of ward based roles				
Liaise with Units	<p>Meet with relevant Service/Unit leads</p> <p>Identify appropriate wards</p> <p>Identify process for deploying volunteers to wards</p> <p>Review ward role; explore digital and nutrition tasks</p>	<p>Volunteer Service</p> <p>TBC</p> <p>Volunteer Service</p> <p>Volunteer Service</p>	September	
Identify wards where volunteer support is required	<p>Volunteer Role Request Pro-forma completed to include:</p> <ul style="list-style-type: none"> - tasks volunteer will carry out - resources and training required - equipment/materials needed for role - uniform/PPE required - IPC measures - local induction arrangements - supervision structure 	Ward/Volunteer Service	September	



	<p>Role Description created or amended and volunteer role-specific risk assessment carried out and signed off by Service Lead/Matron</p> <p>Role trialled and feedback provided.</p>	<p>Volunteer Service</p> <p>Dept/Volunteer Service</p>		
<p>Recruitment to role (following successful trial, approved RD and RA)</p>	<p>Role offered to existing volunteers and Field Hospital Volunteer reserve Pool.</p> <p>Relevant PECs completed where necessary</p> <p>Volunteers complete Welsh Government self-assessment and have discussion with Volunteer Service</p> <p>Resources/Training provided.</p> <p>Local induction carried out.</p>	<p>Vol Service</p> <p>Vol Service</p> <p>Vol Service</p> <p>Vol Service</p> <p>Ward staff</p>	<p>September</p>	
<p>Phase 4 – Open new volunteer recruitment</p>				
<p>Set up process for opening up new recruitment</p>	<p>Confirm timeframes for recruitment</p> <p>Application process</p> <p>Format of interviews</p> <p>Format of inductions</p> <p>Training and materials</p> <p>Update website</p>	<p>Vol Service</p> <p>Vol Service</p> <p>Vol Service</p> <p>Vol Service</p> <p>Vol Service</p> <p>Vol Service</p>	<p>September</p>	