



Northumberland,  
Tyne and Wear  
NHS Foundation Trust

# Volunteering

an introduction



Caring | Discovering | Growing | **Together**

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## What services does Northumberland, Tyne and Wear NHS Foundation Trust provide?

Northumberland, Tyne and Wear NHS Foundation Trust (NTW) provide a wide range of mental health, learning disability, neuro-rehabilitation and substance misuse services for local people of all ages, as well as some specialist regional and national services.

Our services are provided in people's homes, health centres, schools and specialist centres across the north east. We manage a number of hospitals including:

- Northgate Hospital, Morpeth
- St. Georges Park, Morpeth
- St. Nicholas Hospital, Newcastle
- Walkergate Park, Newcastle
- Ferndene, Prudhoe
- Hopewood Park, Sunderland
- Monkwearmouth Hospital, Sunderland

We also provide inpatient services at several other hospitals in the area, including at the Campus for Ageing and Vitality in Newcastle.

## NTW Trust Values

We strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES

### We are about Quality and Safety

#### Caring and compassionate

- Put ourselves in other people's shoes
- Listen and offer hope
- Focus on recovery
- Be approachable
- Be sensitive and considerate
- Be helpful
- Go the extra mile

#### Respectful

- Value the skill and contribution of others
- Respect to all people
- Respect and embrace difference
- Encourage innovation and be open to new ideas
- Work together and value our partners

#### Honest and transparent

- Have no secrets
- Be open and truthful
- Accept what is wrong and strive to put it right
- Share information
- Be accountable for our actions

## The Voluntary Services Department

The Voluntary Services Department is based at St. Nicholas Hospital, Newcastle upon Tyne and employs three team members:

- Wendy M Spratt, Voluntary Services Manager
- Sarah Lovie, Volunteer Co-ordinator
- Joanne Hanlon, Administrator

The department recruits, trains and provides ongoing support to volunteers in a wide range of projects across the Trust.

## Who can volunteer?

We welcome volunteers from the age of 18 onwards with no upper age limit from all areas of our diverse community. We recognise that a rich mix of volunteers bringing a range of skills, interests and experience best meets the needs of our service users. We particularly welcome people with first-hand experience of our services, whose unique insight and experience is invaluable.

## What do volunteers do?

Volunteers participate in a wide range of non-clinical activities across the Trust, complementing the work of healthcare professionals to enhance the experience of our service users.

Volunteer activities aim to:

- Offer social and therapeutic support to service users:  
On a ward or department, e.g. listening and chatting to service users, participating in board games, quizzes, crosswords, gardening etc or participating in arts or musical activities.
- Promote user involvement.
- Support staff in services such as the Chaplaincy, Library Services etc.
- Offer assistance in psychology research projects.
- Provide practical assistance in activities e.g. hospital shop, gardening etc.

## How much time will I need to give?

Projects vary considerably but the majority require as little as 2-3 hours per week.

Volunteers are required to attend at mutually agreed pre-determined times.

## Where will I be based?

As we provide services across a large geographic area it is important to consider travel time, modes of transport etc. when making a decision about the location of your volunteering role. The interview process will explore and identify a range of potential locations and projects in which you may participate.

## Can I volunteer during weekends or evenings?

The majority of our voluntary opportunities require participation between 9am - 5pm, Monday to Friday, however we do have a small number of voluntary opportunities that require involvement in the evenings and at the weekends.

To enable you to undertake a volunteer role on an evening or weekend basis it is a requirement that you volunteer during the day for an agreed length of time. When the Project Lead and yourself feel that the time is right to transfer to your preferred evening or weekend session within the project, we will meet up to discuss this further and make suitable arrangements for you to commence your role that meets the needs of everyone.

## Can I volunteer for a couple of weeks over the summer holidays?

No, in order to meet the needs of our services, we require an expected minimum commitment of 6 months.

## Can I use a voluntary role to fulfil study requirements leading to a qualification?

No, volunteers are not permitted to combine their voluntary role with study.

## Will I receive expenses?

Yes, all volunteers are entitled to agreed actual out of pocket expenses for their volunteering role and to attend training and support sessions.

## Will I receive training?

Yes. All volunteers will attend Volunteer Induction Training, this will cover:

- Welcome to the Trust/Trust Values
- How to get the best out of volunteering
- Boundaries
- Confidentiality
- Health and safety
- Moving and handling
- Safeguarding adults
- Equality and diversity
- Support and supervision

Participants are issued with a Volunteer Handbook and Volunteer Code of Conduct at Training.

- Volunteers will be asked to attend separate Fire Training.
- Volunteers have the option to attend Dementia Friends Awareness sessions.
- Additional training may be required in accordance with your chosen project.
- On the job training will be provided for the majority of roles.
- Further training may be provided periodically to meet national guidelines and the changing needs of the project.
- All volunteers will be issued with a Role Description outlining the expectations and duties of the volunteer role.

## What support will I receive?

Ongoing support will be provided by the Volunteer Co-ordinator and the Project Lead. The Project Lead is an identified healthcare professional from the service in which the volunteer is placed.

Some projects also hold regular peer support group sessions with the Project Lead, Volunteer Co-ordinator and other volunteers.

## What can I gain from volunteering?

Feedback from volunteers suggests that their participation offers the opportunity to:

- Learn new skills and gain valuable experience.

- Gain confidence, self-esteem and structure.
- Develop communication and interpersonal skills.
- Meet new people.
- Gain an insight that may help when considering career options.
- Make a difference.
- Gain structure.
- An opportunity to give something back.



## How do I become a volunteer?

### Contact Voluntary Services

St Nicholas Hospital, Jubilee Road, Gosforth,  
Newcastle upon Tyne, NE3 3XT  
Telephone: 0191 246 7287

An informal interview will be arranged with the Volunteer Co-ordinator. A Registration Form will be issued to bring to the interview.

Attend Volunteer Induction Training (plus any additional project training that is required).

When a vacancy arises in your chosen project you will be invited in to complete a Disclosure and Barring Service (DBS) Check.

...wait for receipt of satisfactory references and DBS check...have a photograph taken for ID badge.

Start date agreed - receive commencement letter, Role Description and ID badge.  
**- Start Volunteering!**

## When can I start volunteering?

You may commence in your voluntary role when:

- All aspects of the registration process are successfully completed. This will include DBS clearance and the acceptance of appropriate references.
- All Volunteer Induction Training is completed plus any other identified project training required for specific roles.
- There is available space in a mutually agreed voluntary role and notification is received from the Voluntary Services Department of starting dates and times.

Please note that all voluntary roles are based on the needs of service users and departments. Some departments may have insufficient capacity to support large numbers of volunteers and therefore there can sometimes be a waiting list for some of our popular volunteering projects.

## Should you wish to become a volunteer or require further information please contact:

Voluntary Services Department  
Northumberland, Tyne and Wear NHS Foundation Trust  
St Nicholas Hospital  
Jubilee Road  
Gosforth  
Newcastle upon Tyne  
NE3 3XT

Tel: 0191 246 7287

Email: [volunteer@ntw.nhs.uk](mailto:volunteer@ntw.nhs.uk)