



Trust Volunteer Policy

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Associated documentation specifically for volunteering:

- Volunteer Agreement
- Volunteer Role Description Template and Guidance
- Volunteer Role Specific Risk Assessment Template
- Volunteer Programme Manual/Procedural Document Guidance
- Young Person's Risk Assessment Template
- YAS Volunteering Principles
- Leavers' Procedural Guidance
- Volunteer Reward and Recognition Framework
- AACE Ambulance Volunteer Policy Guidance

Associated Wider-Trust documentation applicable to volunteering:

- Code of Conduct Policy
- Counter Fraud Corruption and Bribery Policy
- Data Protection Policy
- DBS Procedure
- Dignity, Civility and Respect at Work Policy
- Diversity & Inclusion Policy
- Diversity and Inclusion Policy
- Dress Code and Uniform Policy
- Freedom to Speak Up Policy
- Health and Safety Policy
- Health and Wellbeing Guidance
- Health Passport and Reasonable Adjustments Guidance
- ICT Security Policy and Procedures
- Infection Prevention and Control Manual
- Infection Prevention and Control Policy
- Information Governance Framework
- Management of Safeguarding Allegations Against Staff Policy
- Post Incident Care and Support Guidance
- Records Management Policy
- Recruitment and Selection Policy and Procedure
- Safeguarding Policy
- Smoke Free Policy
- Statutory & Mandatory Training Policy
- Welcome to YAS & Induction Policy
- Working Time Policy (applicable to staff involved in voluntary activities)
- YAS Behavioural Framework

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Summary

This policy sets out the Trust's requirements for all managers, staff and volunteers to follow in the recruitment, deployment, and ongoing support of volunteers engaged in formal and regular voluntary roles.
This policy acts as the overarching framework for the development of voluntary programmes and the recruitment and deployment of all volunteers involved in structured roles within the Trust.
Local volunteer policies and procedures developed by service areas must comply with the overarching principles and requirements set out in this policy.
All managers must ensure that the recruitment of volunteers adheres to the recruitment standards set out in the Trust's Recruitment and Selection policy.
Managers must ensure that prior to deployment, volunteers receive the necessary corporate and local induction and are made aware of the standards of conduction expected of them in their role and the process for raising concerns about issues of safety, malpractice or wrongdoing whilst undertaking voluntary activities for the Trust.

1.0 Introduction

- 1.1 The purpose of this overarching policy is to set out Yorkshire Ambulance Service (the Trust's) policy for involving volunteers in the delivery of its services and to set out the general principles and guidelines for volunteering across the Trust to ensure consistent standards and good practice.
- 1.2 This policy will:
- Provide a framework for all YAS staff when considering the involvement of volunteers,
 - Provide a foundation on which individual volunteer schemes will be based,
 - Provide a consistent set of guidelines to ensure volunteers are supported whilst undertaking their role.
- 1.3 A volunteering role is intended to complement and enhance NHS services. Volunteering is not a replacement for paid employment opportunities.
- 1.4 The Trust recognises the benefits of involving volunteers, including:
- Offering alternative ways to involve and engage with communities,
 - Helping to enhance the service,
 - Bringing fresh perspectives.
- 1.5 Volunteers may be involved in a variety of ways, but the following are the most frequent volunteering opportunities with YAS:
- Community First Responders – volunteers who provide an emergency response in their communities, helping us to respond to patients more quickly than we may be able to otherwise.
 - Volunteer Car Service – Patient Transport Service volunteers; volunteers who support the transportation of mobile PTS patients to and from their healthcare appointments.
 - Critical Friends Network volunteers; volunteers who offer their experience, support, opinions and ideas to influence service developments and improvements from a patient and community voice perspective.
 - (Partnership) BASICS doctors – qualified doctors who can be called to respond to trauma.

2.0 Purpose/Scope

- 2.1 The principles set out in this policy apply to all individuals who undertake a formal and regular volunteer role on behalf of the Trust and must be adhered to by all those who are engaging volunteers within their service areas.
- 2.2 Volunteers are not employees and are not obliged to commit their time to YAS, they do so freely, through personal choice and without expectation of financial rewards, other than to cover expenses necessary to the role. There is no entitlement to benefits such as sick pay or annual leave. At the same time, YAS is not obliged to provide opportunities for voluntary activities when a volunteer is available.
- 2.3 Staff may also act as volunteers, outside of their paid employment. Where the voluntary role undertaken is different from their employed role, for example an administrative member of staff undertaking duties as a Community First Responder, they will be covered by this policy in terms of training and support.
- 2.4 This policy applies only to individuals undertaking formal and regular voluntary roles. It does **not** apply to:
- **Occasional volunteering**, which refers to informal or one-off participation in activities outside a person's regular duties—such as helping at events or health campaigns. Staff and volunteers must inform their line manager or volunteer coordinator before taking part. This ensures transparency, oversight, and avoids conflicts with existing duties or Trust policies. Everyone involved must follow Trust policies on conduct, confidentiality, and safeguarding. If staff members have issues related to their occasional volunteering, these will be handled under staff policies, not the volunteer policy.
 - **Corporate volunteering**, which involves employees from external organisations volunteering as part of their employer's corporate social responsibility initiatives. These activities are typically short-term, event-based, and arranged through agreements between YAS and the employer. Corporate volunteering is managed under separate arrangements to ensure appropriate oversight, risk management, and safeguarding

3.0 Volunteering Role Requirements

- 3.1 Prior to recruiting a volunteer into a specific voluntary role, the following must be in place:
- Volunteer role description
 - Scope of practice (where applicable, such as for voluntary roles involved in regulated activity)
 - Role specific risk assessment (in addition, a young person's risk assessment must be completed for voluntary roles considered as appropriate for those aged 16-17.
 - Training requirements, including statutory and mandatory training requirements
 - Resource, infrastructure, and procedures to support the voluntary activity as set out in this policy
- 3.2 Volunteer roles may also come from partnerships with other organisations. Please see section 18.0 - Involving volunteers from external organisations.

4.0 Recruitment and Selection

- 4.1 While volunteers are not considered employees and therefore are not subject to employment legislation such as being paid for their time, the organisation remains

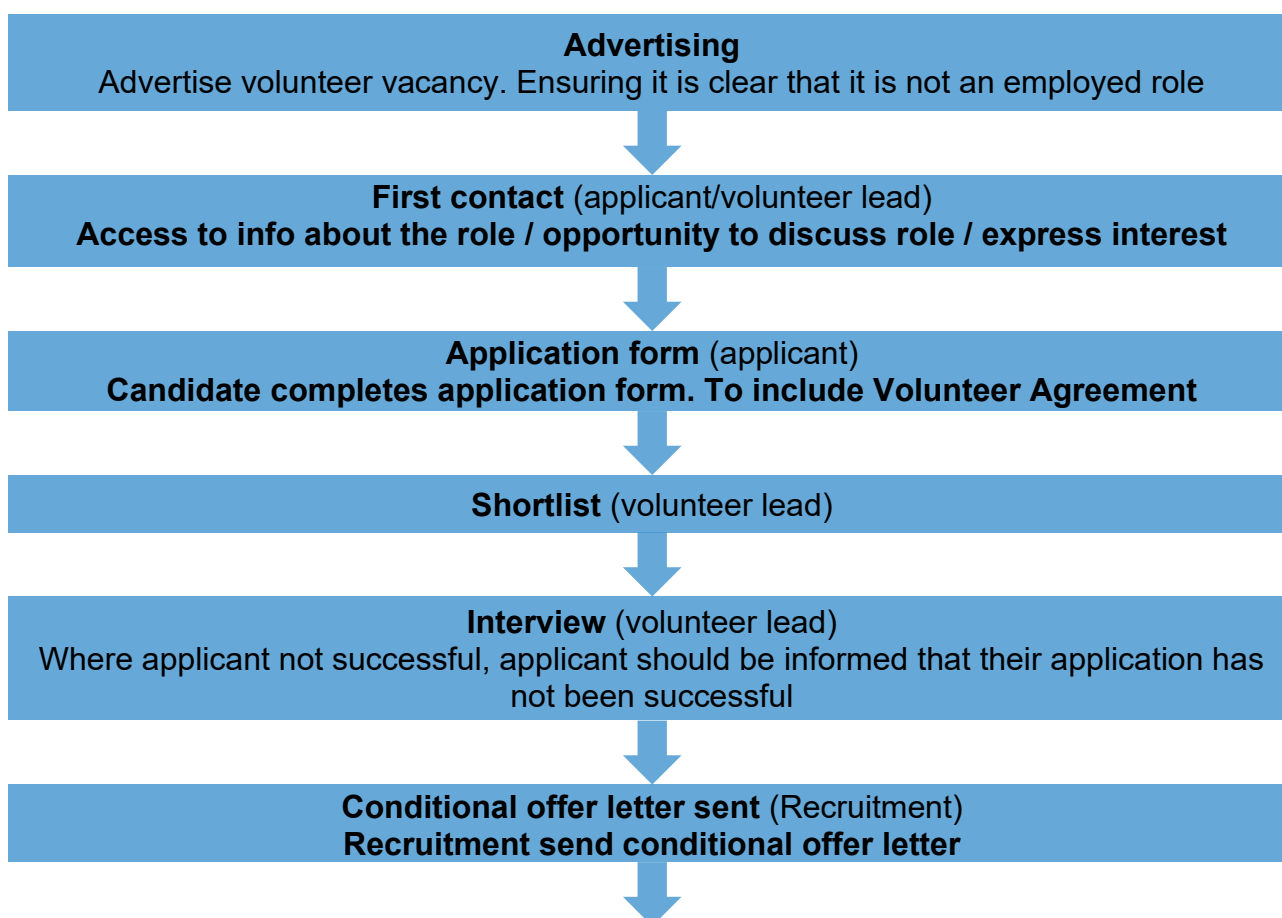
committed to ensuring that all volunteers are treated fairly, respectfully, and without prejudice.

4.2 Whilst volunteers are not included under the Equality Act 2010, the trust aims to honour the core principles of the Act in relation to volunteers. Our general responsibilities are to have due regard to the need to:

- Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010.
- Advance equality of opportunity and foster good relations between people who share a protected characteristic and people who do not share it.

4.3 Recruitment and selection processes for volunteers will be appropriate to the voluntary activity undertaken. Therefore, it may differ between voluntary activities but must always be in line with guidance from the Department of Health and Social Care and consistent with any applicable NHS Employment Check Standards. This requires that certain pre-volunteering checks are undertaken. Volunteer roles will be assessed on a role-by-role basis with regards to the appropriate level of pre-volunteering checks required. A volunteer role risk assessment matrix should be completed between the team hosting the voluntary role and HR.

4.4 The Trust's overarching volunteer recruitment process for formal/regular volunteering is as follows:



Pre-volunteering Checks (Recruitment)

Recruitment complete pre-volunteering checks in line with NHS Employment Check Standards. Level of DBS, employment history, reference checks, occupational health screening, and driving licence check is per voluntary role. Legal guardian consent/awareness must be obtained for candidates aged under 18. Candidate should be kept informed of any delays. Where an applicant has been unsuccessful, they should be informed at the earliest opportunity.

Role specific training and induction (volunteer lead)

Candidate attends necessary training / assessments, is supplied with necessary equipment, and given appropriate local induction.



Successful Recruitment

Recruitment process ends for candidate and volunteer team. Candidate can now volunteer.

- 4.5 Volunteer recruitment and selection processes must be open, fair, effective, and actively supportive of recruiting volunteers' representative of local communities.
- 4.6 As part of recruitment and subsequent inductions processes, volunteers will be made aware of the Trust's organisational values and all such recruitment and training initiatives will reiterate the importance of adhering to these values.
- 4.7 Internal YAS staff and/or YAS volunteers can have multiple roles. The Recruitment team will advise what additional checks may be required in addition to those in place for an individual's existing role within YAS. Role-specific induction and training will still take place. This is especially important to ensure the individual is clear on the role, responsibilities, and boundaries of the particular voluntary role, and that it stands separate to their other role(s) at YAS.
- 4.8 Where a health and care professional wishes to perform a clinical volunteering role, such as a Doctor applying to be a CFR, they must first check with their professional body to ensure they are satisfied that to operate within the CFR Scope of Practice would not compromise their professional Registration.
- 4.9 YAS can decline the offer of volunteering from any applicant as long as the decision is fair and consistent. Prospective volunteers must be made aware of this when they enquire.
- 4.10 Where a recruiting manager is considering declining a candidate, HR must be contacted for support and advice.
- 4.11 Recruitment of volunteers is within the scope of the YAS Professional Standards Panel (PSP). Where a candidate triggers PSP involvement, Recruitment will share the relevant form with the recruiting manager and alert PSP.
- 4.12 Where a candidate is not considered appropriate for a particular voluntary role, the recruiting manager should signpost the individual to alternative YAS voluntary activities and wider voluntary opportunities, for example a local volunteer centre.
- 4.13 There are additional requirements where an applicant is aged under 18. Please see Section 17.2 - Safeguarding and volunteering for under 18s.

5.0 Induction and Ongoing Training

5.1 Volunteers must be provided with the right information, instruction and training to make sure they can carry out their activities safely.

5.2 All volunteers will receive an induction which will provide, as a minimum:

- An overview of YAS and its core services
- The purpose, vision, values and expected behaviours of the Trust
- An overview of organisational support and health and wellbeing
- Training on safeguarding and details of how volunteers are able to raise concerns, including notifying them of their responsibilities to escalate their concerns and how to do so
- Information about the activity they will be undertaking, including details of key contacts and administrative arrangements such as how to claim expenses where these are appropriate.

5.3 Volunteers will be continuously supported by staff within the service where they will be volunteering. Volunteers will require ongoing training and communication to ensure that they are aware of up-to-date practices. Some voluntary activity, such as the Community First Responders, will require specific skills training. For all patient-facing volunteers, training will include Safeguarding Level 2 training and equality, diversity and inclusion training. In such cases, the volunteer manager/coordinator will be responsible for ensuring that any relevant training is refreshed at appropriate intervals throughout a volunteer's time with YAS.

5.4 All volunteers are required to maintain compliance with statutory and mandatory training requirements for their voluntary role. These requirements will be made clear to a volunteer during recruitment.

5.5 Whilst it is a volunteer's responsibility to be compliant in statutory and mandatory training requirements, volunteer managers/coordinators will support volunteers to remain compliant. For example, offering advance notice when a training requirement is coming up for renewal, or offering opportunities for volunteers to access help and support in completing e-learning where an individual may be unfamiliar with an e-learning platform.

5.6 Volunteer managers/coordinators will continuously monitor volunteers' compliance and take appropriate action to support them if their compliance falls below expected levels. In certain circumstances, such as continuous non-compliance in a particular subject area or numerous areas, it may not be appropriate for a volunteer to continue volunteering until they have completed the training.

5.7 Where appropriate, volunteers will be issued with equipment to enable them to carry out their voluntary activity. Only Trust-issued equipment should be used – a volunteer should not be providing their own equipment. Volunteers must be trained to use Trust-issued equipment safely.

5.8 All training must be recorded.

6.0 Deployment and Monitoring of Activity

6.1 Volunteer managers/coordinators will ensure that volunteers are deployed in a safe and effective way and that voluntary activity is recorded and monitored. No voluntary activity should take place on behalf of YAS without prior knowledge of the Trust.

6.2 Effective monitoring of activity helps to demonstrate the impact of volunteering, drive performance, and identify areas for development. As a minimum, there must be mechanisms in place to record what the voluntary activity is, the number of volunteers involved, and the amount of time offered by a volunteer.

7.0 Ongoing Support

7.1 The volunteer teams will ensure that volunteers are supported and supervised to an appropriate level for their voluntary activity. This includes on-the-day support and supervision as well as general check-ins/regular one-to-ones and/or group meetings, as necessary.

7.2 All volunteers will be made aware of who to approach for advice, guidance, and support during the course of their voluntary activity.

7.3 Volunteers are able to access a range of health and wellbeing support via the YAS Health and Wellbeing team and can be referred to the Trust's Occupational Health provider for specific support where appropriate.

7.4 Volunteers will be made aware of, and are welcome to join, the YAS Equality Support Networks. These networks improve the experience of everyone who represents the Trust by offering connection, peer support and a platform to influence positive change. Volunteer managers/coordinators will signpost volunteers to these networks and explain how to join them.

7.5 Volunteering teams should support a volunteer to develop in their role and beyond, where possible. For example, offering mentoring, coaching, or observation opportunities where appropriate.

8.0 Reasonable Adjustments

8.1 The Trust is committed to valuing diversity and supporting equality of opportunity for volunteers. Volunteer managers/coordinators should engage with volunteers during recruitment and with registered volunteers to identify barriers they face/may face in relation to carrying out the voluntary role and, as far as possible, explore ways in which these can be overcome to enable them to safely carry out their voluntary role.

9.0 Reward and Recognition

9.1 Volunteers offer their time and care freely and without financial gain. Recognition of their contribution shows appreciation for their involvement and helps volunteers to feel valued. Because of this, it also helps to attract and retain volunteers.

9.2 Volunteer managers/coordinators should apply the Trust's Volunteer Reward and Recognition framework, which details specific reward and recognition activities.

10.0 Reimbursement of Associated Expenses

10.1 Volunteers should claim for expenses incurred as a result of their voluntary activity. The circumstances in which expenses can be claimed will vary according to the voluntary activity and details will be provided to volunteers during local induction. The following is not an exhaustive list but is indicative of the types of expenses that a volunteer may incur and for which they may be able to claim reimbursement:

- Travel expenses such as mileage expenses (mileage expenses will be reimbursed in line with HMRC approved rates)
 - Parking charges
 - Telephone calls
- 10.2 All claims will be submitted via an approved process that allows for clear audit and will need to be authorised by an appropriate manager. Volunteers will be asked to provide bank details to enable expenses to be paid directly into their bank accounts.
- 10.3 Volunteers will be made aware that expenses received may be classified as income by HMRC or the Benefits Agency and volunteers are advised to discuss their volunteer activities with the relevant body if they have any concerns. The Trust cannot provide tax or benefits advice.
- 10.4 Volunteers should not aim to make a living from volunteering as this goes against the ethos and values that underpin volunteering and may breach employment/volunteering legislation.

11.0 Standards of Conduct

- 11.1 Volunteers are representatives of the Trust and must always maintain a high level of professionalism and courtesy, modelling the Trust's four core values; kindness, respect, teamwork, improvement.
- 11.2 Volunteers are expected to be respectful of different customs, values, sexuality, religious belief, age and social background. Although not employees, volunteers will be expected to follow relevant Trust policies such as those relating to infection control, patient confidentiality, health and safety and equal opportunities. Relevant information will be provided to volunteers at induction and throughout their time as a volunteer to ensure they are aware of the standards they are expected to model when undertaking voluntary activity.
- 11.3 Volunteers are required to agree to the YAS Volunteer Agreement during recruitment, which outlines our commitment to the volunteers and the volunteer's commitment to YAS. This includes standards of conduct.
- 11.4 Volunteers are not permitted to accept money from patients/members of the public.
- 11.5 Where there is a complaint or issue raised about the conduct of a volunteer this will be investigated by the Trust. As there is no obligation to offer any voluntary activity to a volunteer, it is unlikely that a volunteer's services will be accepted whilst an investigation is ongoing. Once any investigation is complete, the volunteer will be advised of the outcome. The Trust reserves the right to cease the relationship with a volunteer where their conduct is felt to fall short of what is expected.
- 11.6 Staff who are also volunteers should be aware that their conduct as a volunteer could affect their employment. This is where their conduct as a volunteer brings the Trust into disrepute or substantially affects their capability or suitability to work. In these circumstances, staff may be dealt with under the Dignity, Civility and Respect at Work policy for activities undertaken in a voluntary capacity.
- 11.7 Where appropriate, volunteers engaged in patient facing activity may be subject to enhanced DBS checks at regular intervals during their time as a registered volunteer. Where a volunteer refuses to undergo a regular check, then the Trust reserves the right to cease the relationship with the volunteer.

12.0 Uniform, Equipment, and Personal Standards

- 12.1 As a representative of the Trust, it is essential for all volunteers to maintain the highest standards of personal hygiene.
- 12.2 Where volunteer uniform is issued, volunteers are expected to wear it whilst volunteering. Wearing uniform ensures that volunteers are recognisable as a representative of the Trust. It is therefore essential that uniform is looked after and kept clean, tidy, and in good repair at all times
- 12.3 Where uniform is not issued or does not make up a full outfit, for example where a uniform polo shirt is provided but no uniform trousers, a volunteer should dress in clothing that is respectful, clean and neat, free from rips and dirt.
- 12.4 Volunteers should not wear Trust-issued uniform whilst not volunteering.
- 12.5 Volunteers must report any faulty equipment at the earliest opportunity.
- 12.6 Volunteers must return all equipment and uniform belonging to the Trust upon leaving their volunteer role.

13.0 Raising and Managing Concerns

- 13.1 The Trust has a responsibility to create an environment where volunteers feel able to raise concerns in confidence. The Trust also has a responsibility to manage concerns raised fairly, consistently, in a timely manner, and with consideration to supporting the volunteer.
- 13.2 Volunteers Raising Concerns
 - 13.2.1 All volunteers should be fully aware of the multiple avenues and means for raising concerns and problems, such as through their manager/buddy, Freedom to Speak Up, and their local Cause for Concern procedure. Avenues and information should include consideration that a volunteer may not feel confident to open up to their immediate manager/buddy.
 - 13.2.2 If a volunteer became concerned about issues of safety, malpractice or wrongdoing whilst undertaking voluntary duties for the Trust, the volunteer has a responsibility to raise these concerns. Volunteers must be advised of this and of how they should escalate such concerns during their induction. This includes concerns which may affect patients, the public, staff or the organisation.
- 13.3 Managing Concerns Raised
 - 13.3.1 Volunteers are not employees and therefore the YAS issue resolution and disciplinary policies and procedures are not applied or appropriate for volunteers. Instead, a volunteer Cause for Concern procedure should be in place for each voluntary activity.
 - 13.3.2 Where a volunteer raises a concern, or where the trust has a concern with regards to a volunteer, the volunteer manager/coordinator should firstly try to solve this informally. The volunteer manager/coordinator may seek advice and support from HR and/or Safeguarding, depending on the nature of the concern.
 - 13.3.3 If the issue can't be resolved by the volunteer manager/coordinator, where there is a

repetitive concern, or where the issue is of a serious enough nature, this should be escalated. In such cases, a written record will be kept of the issues, agreements, outcomes, and of any relevant correspondences. These records will be reviewed to ensure that outcomes are followed up on. This process may involve staff members outside of the volunteering team, such as HR and/or Safeguarding and may need to involve the Professional Standards Panel or Safeguarding Advisory Support Group.

- 13.3.4 Where the concern is relating to misconduct of the volunteer, it should be considered whether it is appropriate for them to continue to volunteer during the investigation period.
- 13.3.5 In the instance where the trust has serious concerns regarding a volunteer's behaviour or conduct, and where these cannot be resolved, then the trust may choose to end the volunteering relationship.
- 13.3.6 If the volunteer feels that a concern has not been satisfactorily managed, they may choose to request that it is reviewed by a senior colleague not previously involved in the process. This colleague may make recommendations based on their review, for further consideration and possible action.

14.0 Pausing Volunteering

- 14.1 Volunteers may choose to pause volunteering at any time. There is no requirement for a formal period of notice, although we ask that volunteers let the trust know if they are planning to pause volunteering for an extended period of time.
- 14.2 Where a volunteer does not actively volunteer for an extended period of time, the volunteer manager/coordinator and volunteer should consider what is appropriate to support the volunteer back into their role. This may include refresher training.
- 14.3 The volunteer programme manual/procedural document will stipulate timeframe parameters regarding inactivity.

15.0 Exit Management

- 15.1 Yorkshire Ambulance Service, whilst committed to the retention of volunteers, understands that volunteers will stop volunteering with the Trust. The end of the volunteer relationship requires a number of processes to be followed in order that any risk to the Trust or individual is minimised and that there is a positive approach to volunteers ending their role.
- 15.2 It is important that an exit conversation is offered to a volunteer who has indicated that they wish to leave YAS as soon as possible. A volunteer may choose not to have an exit conversation, but it is important that one is offered. The purpose of this conversation is to understand the individual's volunteering experience, their reasons for leaving, and to make appropriate arrangements for the volunteer to return YAS property.
- 15.3 Volunteer managers/coordinators will ensure that volunteers' personal information / records are managed appropriately (see Records Management Policy). Volunteer managers/coordinators will also ensure that the volunteer is removed from systems as appropriate, for example ICT systems, ID access systems, and that all YAS property, including uniform, is returned.
- 15.4 Volunteer leavers procedural guidance is available.

16.0 Insurance

- 16.1 YAS is a member of the NHS Resolution (NHSR); we are insured for volunteers' actions whilst undertaking Trust-approved and authorised voluntary activity. Under this cover, volunteers are considered relevant persons for the purposes of applicability of the Liability to Third Parties Scheme operated by NHSR.
- 16.2 There are no exclusions under the Public or Employer's Liability sections of our nonclinical indemnity scheme by reason of age. However, volunteers aged 70 years or over are excluded from personal accident cover (restricted to cases of death, permanent total disablement or less of a limb or eye). There is also no insurance cover for loss of earnings.
- 16.3 Where a volunteer is required to use their own vehicle to undertake or attend their voluntary activity, it is the responsibility of the volunteer to ensure that their personal vehicle insurance policy covers their activities and that their driving license is valid.

17.0 Safeguarding and Volunteering

17.1 Safeguarding Responsibilities

- 17.1.1 Safeguarding is everyone's responsibility and everyone has the right to be safe from harm. Safeguarding is about keeping everyone safe and creating a welcoming environment where everyone is respected and valued. This includes both safeguarding volunteers from potential risk of harm and protecting the safety of others from any potential harm caused by a volunteer.
- 17.1.2 Safeguarding is not one action, but a holistic approach. Key elements of safeguarding are included throughout this policy; from recruitment and induction to ongoing training and support, raising and managing concerns, and understanding why a volunteer is ending their volunteering relationship with YAS.
- 17.1.3 Service managers must ensure that systems and processes are in place to keep everyone safe in respect of volunteer involvement at YAS.

17.2 Safeguarding and volunteering for under 18 year olds

- 17.2.1 Volunteering can be a great way for young people to learn and develop new skills, meet people, feel valued, and gain experience and confidence. YAS is committed to creating a safe and rewarding experience for young people and currently supports volunteers aged 17 and above for certain voluntary roles.
- 17.2.2 A voluntary role description will specify where a role is suitable for those aged 17.
- 17.2.3 A Young Person's risk assessment must have been completed and regularly reviewed for the specific voluntary activity/role.
- 17.2.4 Parental/legal guardian consent/awareness must be obtained as part of the recruitment process for candidates aged 17.
- 17.2.5 Where a volunteer is aged 17, their named point of contact at YAS must have the enhanced with barred list DBS check and be compliant with Safeguarding training requirements.

18.0 Involving Volunteers from external organisations

18.1 When involving volunteers from external organisations, volunteers will be managed under the governance arrangements and policy of the hosting organisation. However, YAS is to be satisfied that the hosting organisation supports our volunteering principles to support the safety and wellbeing of the volunteer, our communities, and our organisation. An agreement between organisations is required and should reflect these principles.

19.0 Training Expectations

19.1 There are no specific training requirements for managers who will be responsible for the recruitment and deployment of volunteers within their areas of responsibility beyond the current requirement relating to the Trust's Recruitment and Selection processes. Managers may seek clarity on the requirements of and their responsibilities under this policy with members of the Human Resources department.

20.0 Training Expectations

20.1 The latest approved version of this document will be posted on the Trust Intranet site for all members of staff to view. New members of staff will be signposted to how to find and access this guidance during Trust Induction.

21.0 References

21.1 This policy has been developed with reference to the following guidance:

- NHSE Employers, Employment and Standards Regulation - [Employment standards and regulation | NHS Employers](#)
- NHSE Recruiting and Managing Volunteers in NHS Providers - [NHS England » Recruiting and Managing Volunteers in NHS Providers – a practical guide](#)
- Health and Safety Executive
<https://www.hse.gov.uk/voluntary/index.htm>
- AACE National Ambulance Volunteering Policy Guidance
<https://aace.org.uk/news/aace-publishes-new-national-volunteering-policy-guidance/>

22.0 Roles & Responsibilities

Service Managers

The overall responsibility for the operation of the volunteer programme lies with the relevant local management team. Service managers are responsible for ensuring that staff within their service area adhere to this policy and implement specific local volunteer arrangements for their area. They are also responsible for inducting volunteers and providing ongoing support and monitoring of volunteer activities.

Volunteer Managers/Coordinators (staff)

Volunteer managers/coordinators are the staff responsible for the effective day-to-day provision of volunteers. Their role involves various responsibilities, including recruiting, training, leading, supporting, and engaging volunteers.

Human Resources

Human Resources are responsible for ensuring that volunteers undergo an appropriate

recruitment and selection process and that volunteering teams leading volunteers are supported in HR matters.

Trust staff

Staff are responsible for being aware of the policy, for always acting in line with Trust values, and for recognising the valuable contribution that volunteers can make to the quality of care offered to patients and communities.

Staff who volunteer outside their paid role must ensure that their combined working and volunteering hours comply with the Trust's Working Time Policy and do not compromise health, safety, or performance.

Volunteers

Volunteers are responsible for ensuring that they follow the guidelines in this policy and any guidance applicable to their voluntary programme which will be developed and maintained by volunteer management teams.

Whilst not employees, volunteers are required to adhere to all policies and procedures as appropriate to their role. Relevant policies will be confirmed as part of corporate and local induction processes.

Volunteers must report any change in circumstances which may affect their suitability for the role as soon as it occurs. This includes any convictions, cautions, reprimands or warnings, and road safety/driving issues including fixed penalty notices, summons and convictions.

Volunteers should be mindful of the amount of time they volunteer for their personal health and wellbeing; this includes taking regular breaks whilst volunteering. Volunteering should be fulfilling and positive for the volunteer's health and wellbeing. We therefore encourage volunteers not to volunteer in a way that would be detrimental to their health, or in a way that could impact negatively on their other commitments such as work, family, or studies.

Although volunteers are not subject to the Working Time Directive or working time regulations, we recognise that some volunteers may also have full-time employment, including within YAS. To support wellbeing and balance, we encourage volunteers to consider the principles of these regulations as a guide. This means ensuring adequate rest periods and avoiding excessive hours that could compromise health or other responsibilities. For more information on working hours and rest breaks for employees, please refer to the Trust's Working Time Policy. Volunteers with questions about how volunteering may interact with their paid employment are encouraged to seek advice from their line manager or HR.