



Get InVOLved

**Volunteering with
NHS Golden Jubilee**

Do you have some spare time you'd like to fill with a rewarding role?

Then why not get InVOLved!

You can make a big difference and gain valuable skills in a person-centred healthcare setting.

Volunteers enhance our patient experience

Our Volunteers play a vital role in making the hospital experience better for every patient that walks through our doors, and in shaping our services for the future.

NHS Golden Jubilee was the first NHSScotland Board to achieve Investor in Volunteers Status – a national accreditation that ensures Volunteers are well supported in their chosen role.

Our values



Can anyone be a volunteer?

As volunteers work with the public in a healthcare setting you are required to undergo the same checks and balances as other staff.

All Volunteers must:

- complete an application form;
- undergo an interview;
- provide 2 referees;
- complete a Disclosure Scotland/Protection of Vulnerable Groups check;
- sign Data Protection and Confidentiality agreements; and
- complete an Occupational Health check.

What are the benefits to volunteering?

- social interaction
- feeling valuable
- doing something you enjoy

Induction and Training

Once all checks and clearances have cleared, all Volunteers must complete our mandatory Corporate Induction Training online as well as completing training specific to their chosen role. For example, Hand Hygiene and Fire Awareness training courses need to be completed every year for staff and patient safety.



Ongoing Support

Volunteers will receive regular one-to-one review meetings and supervision meetings.

It is important to us that Volunteers feel that they can enhance and develop their skills by having opportunities to experience different roles as part of their professional and personal development.

If Volunteering is part of your pathway into future employment, every assistance will be offered to support this, including the provision of a reference if this is appropriate.



Travel Expenses

NHS Golden Jubilee is committed to meeting the costs of volunteer travel expenses, which are paid on a monthly basis. For example, current mileage rates are 24p per mile when using a car.

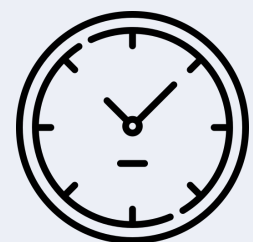


What commitment do I have to give?

We ask for a commitment of at least three hours per week for between three and six months.

It is important that when you are taking on a Volunteer role that you commit your time on days which are suitable for you.

You may be asked to join a rota, which would allocate you a specific volunteering session each week, e.g. Monday 9am - 12pm, or Tuesday 12pm - 3pm.



Volunteering opportunities

We have a wide range of volunteering opportunities in both advisory and patient/family support roles.

Advisory Roles

- 1. Lay Membership for Forums:** Support, influence and shape board policies and practices to ensure consistent development and delivery of effective, efficient and high quality healthcare services.
- 2. Research Working Group:** To enable lay involvement in research. Members of the group will:
 - develop an understanding of research in an NHS environment through regular discussion of a research topic
 - help NHS Golden Jubilee researchers develop projects
 - sit on other groups relating to research, including our Research and Development Steering Group and any related short-life working groups.
- 3. Patient Forums:** Regularly contribute towards the review of NHS Golden Jubilee policies, strategies and procedures from a patient and public perspective.

Patient and Family Support Roles

Meet and Greet Volunteer:

To welcome people to the Hospital and help direct them to the appropriate departments/ persons.

Outpatient Volunteer Escort:

To support the work of General Outpatients and Orthopaedic Outpatients by escorting patients to other departments within the hospital.

Pastoral Care Volunteer/Patient Visitor:

To support the work of the department of Spiritual and Pastoral Care by visiting patients.

Meal Time Monitoring:

To observe the process of protected mealtimes (lunch and dinner) to ensure mealtimes are supported for patients.

Welcome/Self Check-in Guide:

To welcome, assist and direct patients attending The Eye Centre.

Quality Walkround Volunteer:

To record frontline staff and patient experiences through questionnaires to compliment the Board's initiatives to continually improve the Hospital's quality of service.

Sensory Care Volunteer:

To provide support to patients with hearing loss and offer advice to support patients with other sensory impairments.

Patient Peer Support:

To offer patient Peer Support to patients before and/or after surgery.

Volunteer Quotes

"Volunteering is so uplifting, you absorb the patient's positive attitude".

"I'm glad I volunteered it is giving me a new lease of life".

"It feels good to help people and hopefully make them feel a bit better".

"Great experience. Met a lot of really nice people, staff and patients".



For further information or a volunteer application pack, please contact:

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