# Volunteer Agreement

Our volunteers are important and valued members of our organisation and we want to ensure everyone who volunteers with us feels safe and supported in their roles.

This Volunteer Agreement describes the arrangement between you (the Volunteer) and Bradford Teaching Hospitals NHS Foundation Trust. The Agreement outlines what you can expect from us and our expectations from you in relation to your volunteer role. More detailed information can be obtained from the Volunteer Policy.

| **What you can expect from us:** |
|---|
| 1. To provide you with a mandatory volunteer induction and the necessary training in order for you to fulfil your role.<br>2. To support and develop you throughout your volunteering journey.<br>3. To ensure you have a named person to support you in your volunteer role.<br>4. To ensure you volunteer in a safe environment.<br>5. To ensure you feel valued in your role.<br>6. To reimburse you for out-of-pocket expenses in line with the Volunteer Policy.<br>7. In the event of any dispute or grievance, we will endeavor to resolve fairly (Unresolved issues will be dealt with in accordance with the Trust's Policies and Procedures).<br>8. To provide a reference for you if required.<br>9. To value the diversity of all our volunteers in line with Trust's Equality and Diversity Strategy. |
| **What we can expect from you:** |
| 1. To complete the mandatory volunteer induction training, and refresh this when required (usually annually).<br>2. To undertake duties as described in the role description and participate in all appropriate training and supervision sessions to meet the responsibilities of your role.<br>3. To perform your volunteering role to the best of your ability and in a professional manner.<br>4. To adhere to the Trust's Policies and Procedures.<br>5. To adhere to the Trust values.<br>6. To observe confidentiality at all times.<br>7. To meet the time commitments, keep to mutually agreed appointments and notify your Volunteer Coordinator of any absences.<br>8. To undergo a DBS (Disclosure and Barring Service) check and Occupational Health Check if required for the role. |
| **Please note, this 'Volunteer Agreement' is not a legally binding agreement and either party can conclude the volunteer role before the end of the agreement.** |

# <u>Confidentiality Declaration</u>

Whilst working as a Volunteer you are required to follow Bradford Teaching Hospitals NHS Foundation Trust's policy and guidelines on confidentiality and be aware of the necessity for these.

A patient has legal rights relating to the use and disclosure of information about them. They can take legal action for any breach in the confidentiality of their information.

All information regarding patients must be treated as confidential. This includes information obtained about the patient from relatives and staff and the details of the patient's attendance, treatment, personal, domestic and business matters.

You must be aware that careless talk can lead to a breach of confidentiality. Conversations about patients must be held in private and only with people known by you to work within the department. Patient information should not be given to telephone callers – calls should be referred to your departmental supervisor.

## Confidentiality Declaration

I acknowledge, understand and agree to adhere to the following conditions:

- I will maintain the privacy and confidentiality of all accessible data and understand that unauthorised disclosure of personal/confidential data is an invasion of privacy and may result in disciplinary, civil and/or criminal actions against me.
- I will not disclose the data or information to anyone other than those to whom I am authorised to do so.
- I will only access the computer systems, for the purposes for which I am explicitly authorised.
- On no occasion will I use the computer systems, including personal or confidential information, for any other business purpose or for my personal interest.
- I will not provide anyone else with access to the computer system.

**You will be required to update your Information Governance training on a yearly basis.**