

Volunteer Agreement

NHS North Hampshire Clinical Commissioning Group (CCG) recognise that Community Ambassadors can make a significant and appropriate contribution to the work and vision of our organisation.

Community Ambassadors are individuals who put their time, experience, knowledge and skills at our disposal free of charge, except for reimbursement of expenses, with the primary aim of supporting development and implementation of the CCG's Communications and Engagement strategy.

We will:

1. Actively support and promote volunteering throughout our organisation
2. Promote best practice by providing a framework which sets out both the expectations, rights and responsibilities of Community Ambassadors and the CCG
3. Ensure a consistent approach to the management and support of Community Ambassadors
4. Recognise Community Ambassadors as equal partners in achieving the vision of the CCG and to ensure that their contribution to this work is an integral part of the service
5. Ensure that Community Ambassadors are able to claim reasonable out of pocket expenses
6. Provide training and relevant information to Community Ambassadors for them to be able to carry out their role effectively and safely

Our aim is that Community Ambassadors will add value to the changes we wish to implement.

In appointing Volunteers as Community Ambassadors we will adhere to the following principles:-

1. We expect that Community Ambassadors will be valued, treated positively and involved in relevant tasks/projects as appropriate
2. We recognise that Community Ambassadors require satisfying tasks and personal development and will seek to help individuals meet these needs, as well as providing the training for them to carry out their role effectively
3. Provision of a clear definition of what is expected from Community Ambassadors through a volunteer role description
4. Providing Community Ambassadors with the necessary skills to carry out their task through induction and on-going training

5. Providing structure to the volunteer role through regular support and supervision provided by the Community Ambassador Coordinator

The North Hampshire Clinical Commissioning Group recognises that Community Ambassadors can expect to:-

1. Be respected and valued and know what their rights and responsibilities are under the agreed policies
2. Be provided with the necessary information to carry out their volunteering and to know what is expected of them
3. Be given induction and other training appropriate to the tasks they are involved in.
4. Be given support from a named person within the CCG (The Coordinator) and regular opportunity to feedback on progress, future development and the chance to air any problems
5. Have their travel and other expenses reimbursed as laid out in the Expenses Policy contained in the handbook

The CCG requires Community Ambassadors to accept the following Responsibilities:-

1. To take responsibility for their Health and Safety, reporting anything they feel is unsafe or letting the Coordinator know if they cannot carry out the task
2. To respect the privacy of peers and to maintain matters of confidentiality in line with the Confidentiality Policy
3. To respect the business practices of both the CCG and any partner organisations with which your role brings you into contact
4. To work within the agreed policies, codes of practice and guidelines as outlined in the Community Ambassador Handbook and as explained during the Induction process
5. To declare conflicts of interest, where they arise and if unsure, seek guidance from the Coordinator
6. To agree to the Code of Conduct expected by all Community Ambassadors
7. To carry out their agreed duties to the best of their abilities
8. To keep the Coordinator informed of availability

We are committed to creating an environment where all Community Ambassadors are able to perform to their best ability and achieve satisfaction in their role. We know it's rare that Community Ambassadors' behaviour will result in disciplinary action and that most instances of inappropriate behaviour will be minor, allowing them to be dealt with an informal conversation. However we must bring to your attention that there may be occasions where disciplinary action may be required. This could take the form of an oral or written warning and/or in cases of misconduct, being asked to leave the Community Ambassador Programme as a volunteer.

It is also our responsibility to bring to your attention to the following:

Equality and Diversity

The North Hampshire Clinical Commissioning Group acknowledges that the United Kingdom is a multi-racial and diverse society and believes that no person or group of persons should suffer disadvantage by reason of age, disability status, gender or reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership status or pregnancy/maternity status. We strive to secure genuine equality, whether required by legislation or not, in all aspects of its activities and therefore require Community Ambassadors to act accordingly whilst carrying out their role engaging with staff or the public.

Health and Safety

Health and Safety Law does not apply to Volunteers specifically however it does apply to the activities you undertake in the community and as such risk assessments may be required in certain situations. As a Community Ambassador Volunteer, you must be aware of your own health and safety. Please ask the Coordinator if you need assistance in general or specifically for lifting, carrying, erecting or disassembling equipment. Please be aware of risks of slips, trips and falls whilst in your role following the health and safety advice or requirements of individual organisations or sites.

Confidentiality

The North Hampshire Clinical Commissioning Group takes confidentiality very seriously and as such would draw your attention to the specific Confidentiality Policy included in the Community Ambassadors Handbook.

Smoking, Alcohol and Substance Misuse

Whilst acting in your role as a Community Ambassador we require that you do not smoke, consume alcohol or other substances. This behaviour will result in you being asked to leave the programme. The CCG is happy to signpost you to organisations that can assist with addiction should you require it and you can speak in confidence to the Coordinator should you wish.

Concerns & Complaints

Version 2 July 2019
Community Ambassador Programme
Central 40, Lime Tree Way, Chineham
Basingstoke, RG24 8GU

nhccg.ambassadors@nhs.net Office: 01256 705507
<https://www.northhampshireccg.nhs.uk/>



The North Hampshire Clinical Commissioning Group takes complaints very seriously and we would request you read the Complaints policy contained in the Community Ambassadors Handbook which explains how to raise concerns or make a complaint over something you have experienced, seen or heard.

Equipment, IT & Social Media

You may be issued with equipment owned by the CCG for which you will have responsibility. Guidelines on care and use of this equipment can be found in the Equipment & Handling policy within the Handbook. At no point should Community Ambassadors discuss their involvement in the Volunteer programme on Social Media without prior consent. Further information can be found on this in the IT policy.

The Coordinator is on hand to provide support. If you would like to speak to them about any aspect of your role or any concerns you may have, they can be contacted using the following information:

nhccg.ambassadors@nhs.net

Office: 01256 705 507

Print Name:

Signature:

Date:
