



**Lancashire &
South Cumbria**
NHS Foundation Trust



WELCOME PACK

**We are
LSCft**



Thank you for choosing to volunteer with Lancashire & South Cumbria Foundation Trust. This Welcome Pack includes brief details of the recruitment process, and to provide some practical information which may be useful to you as you choose to volunteer with us.

As well as this guide you will have received an application form, details of the role you are volunteering for and details of identity checks we need to carry out.

You will also be provided with a copy of the Volunteer Handbook once the recruitment process is complete, and you will need to familiarise yourself with this before you commence your placement.



CONTENTS

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AIMS & VALUES

Our aim is to build enduring volunteering relationships based upon the values held by Lancashire & South Cumbria Foundation Trust.

Volunteers play a vital role in helping us deliver our services to patients across Lancashire & South Cumbria. We want all our volunteers to feel valued and that they are a part of the team.

OUR VALUES

Kindness - is at the heart of everything we do

A Team – no-one at LSCFT is on their own

Respectful – show courtesy and compassion

Always Learning – to develop and improve

Supporting **Health** and **Wellbeing**



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RECRUITMENT PROCESS

We have to carry out certain steps for anyone helping the Trust to deliver it's services.

The main steps are:

- Complete the on-line Occupational Health questionnaire and a DBS application if needed
- Provide us with copies of ID documents so we can check these
- We will contact your referees for a reference
- Provide us with a passport style photo for your ID Badge
- Complete any necessary training
- Agree a start date with your Volunteer Supervisor

These are explained in more detail in the Welcome Letter you will have received with this guide.



EQUALITY AND DIVERSITY

Lancashire & South Cumbria is committed to:

- ✓ equal opportunities and diversity
- ✓ mutual respect and tolerance is expected
- ✓ Valuing difference and recognize the positive impact that these can have on our services
- ✓ treating service users, their families, carers and colleagues with courtesy, care and compassion



HARASSMENT AND BULLYING ARE NOT ACCEPTABLE

If you encounter or witness this type of behaviour you should contact your mentor, a staff member or the Volunteering Service to discuss this further.



EXPECTATIONS



Lancashire &
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What you can expect from us

provide training & guidance	Provide support and any supervision you need	Provide fair, honest and constructive feedback
provide a safe place to volunteer		keep you up to date and informed

What we can expect from you

Be your best	Prompt and reliable	Maintain confidentiality	Adhere to dress code and wear ID badge
Be non-judgemental	Ask for support	Stay within role	Give and receive feedback respectfully
	Under take training	Consult with staff when issues arise	



MORE ABOUT VOLUNTEERING



You will receive a Volunteer Handbook before you start.



You will have a Local Induction with your Volunteer Supervisor on your first day.



For some placements, we will need you to have a DBS check. This is free for volunteers.

Name Badges



You will be issued with an ID badge



You can claim expenses for travelling from home to your placement.



After 6 months in your volunteer placement, we will be able to provide a reference for you



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ADDITIONAL INFORMATION

The Volunteer Handbook gives more details on the topics below. Please read these sections before you start your volunteering placement

DATA PROTECTION
(GDPR)

BOUNDARIES

PRESS REQUESTS

INCIDENTS

HEALTH & SAFETY

SECURITY

CONFIDENTIALITY

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You will find more detailed and important information in the Volunteer Handbook.

Remember if you have any questions you can contact us :

Volunteering Service

Lancashire & South Cumbria NHS Foundation Trust Sceptre Point

Sceptre Way Walton Summit Preston

PR5 6AW

Tel: 01772 645507

Email: volunteering@lscft.nhs.uk

