



Guy's and St Thomas'
NHS Foundation Trust

How to become a volunteer



Volunteering for us

Volunteers help to enhance our services and improve the experiences of patients and carers.

We currently have 69 roles in a variety of departments. We recruit to roles that are available at the time you are looking to volunteer. These are regularly updated on the volunteer webpage (see p3). Examples of the types of role we can offer are ward and clinic volunteers, admin and reception roles, and guides to help visitors around the hospital.

New volunteer roles are being developed all the time, so if you do not find something that suits you please keep checking.

Volunteering is a two-way process: volunteers gain skills, experience and a sense of contributing to society, and the Trust gains an individual who is an integral part of our workforce contributing to our core values.

Who can volunteer and what commitment do I have to give?

Our minimum age requirement for volunteering is 18. There is no upper age limit. There is no such thing as a typical volunteer; they come from many different backgrounds and volunteer for a variety of reasons.

We ask for a minimum commitment of at least three hours a week for a period of six months.

How can I apply?

Current volunteer opportunities are advertised on the volunteering page of the Guy's and St Thomas' NHS Foundation Trust website.

www.guysandstthomas.nhs.uk/volunteering

If you are unable to look at this page or do not have access to a computer please contact voluntary services who will be happy to assist you (see details at the end of the leaflet).

How does the application process work?

You can request an application form for the role you wish to apply for by calling or emailing the Voluntary services department (see p5).

Once we have received enough application forms for any given role, we will close recruitment. Application forms are shortlisted and successful applicants are invited for an interview. Interviews are normally held in small groups.

If we decide that the role is suitable for you, we then carry out the checks you need to complete before you can be placed in the role.

What checks do I need to undergo before I can start volunteering?

To safeguard both our patients and volunteers there are a number of checks to complete before you can volunteer.

- **DBS check** (criminal record check).
- **A reference** – your referee should know you in a professional capacity, for example a tutor or employer.
- **An occupational health screening** – this may involve having a blood test and immunisations, depending on your medical history.

What training do I need to do?

All volunteers are required to attend a volunteers induction. These are held at regular intervals throughout the year. The inductions are held on a weekday from 9.15am-3.30pm.

A local induction is also arranged with the department you will be volunteering for.

Some roles may require additional specialist training and you will be advised about this if required.

We welcome new volunteers and hope that you decide to apply to join our volunteer team.

Contact us

If you have any questions about volunteering for Guy's and St Thomas' NHS Foundation Trust please contact the Voluntary services department: 9am-5pm Monday to Friday:

t: 020 7188 1658

020 7188 8399

e: voluntaryservices@gstt.nhs.uk

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:**

www.guysandstthomas.nhs.uk/leaflets

Further information

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748, Monday to Friday, 9am-5pm

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS)

e: pals@gstt.nhs.uk

t: 020 7188 3514 (complaints)

e: complaints2@gstt.nhs.uk

Leaflet number: 4091/VER2

Date published: November 2018

Review date: November 2021

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A list of sources is available on request