

# Volunteer roles

## **Breast clinic chaperone**

Amanda volunteers twice a week at her local hospital as a chaperone in the breast cancer clinic. Her role involves providing one to one emotional and social support, based on her personal experiences, to newly diagnosed women coming to terms with a diagnosis of breast cancer. This also offers support to the patients' partners and family members.

The role includes signposting them to additional support which is available locally, including counselling, therapy, and information to help them better understand their treatment.

### **Eligibility**

In this example, Amanda is providing advice and information to adults, based on her own experiences as a cancer patient to help others manage their emotional and physical wellbeing. The provision of advice and information in this context is not a regulated activity as she is not working as a healthcare professional or under the instruction of a healthcare professional. This role is eligible for an **enhanced check without barred list information**.

If Amanda was a volunteer as part of a rehabilitation programme working with a group of adults in an unofficial capacity to help them overcome drug addiction or alcohol abuse based on her own life experiences, this is known as peer mentoring), employers may wish to consider whether a **basic disclosure** would be appropriate.

### **Catering - kitchen work**

Liam volunteers in the hospital kitchen restaurant preparing hot and cold food. Occasionally he is asked to serve customers over the counter.

#### **Eligibility**

Liam's duties are mainly involved in food preparation in the restaurant kitchen. Although persons in receipt of health services may choose to eat or purchase goods at the restaurant, the facilities are provided for anyone visiting the hospital site and therefore any access to persons in receipt of health services will be limited (incidental).

The exchange and handling of cash should be considered the same in any other retail outlet however, employers may wish to consider whether the responsibilities of this role would be eligible for a **basic disclosure**.

### **Catering - providing trolley service on a ward**

Raquel volunteers in a hospital restaurant. Her duties also involve her providing a daily trolley service selling cold food and drinks to adult patients in ward areas. Her role often requires her to physically help or prompt patients to eat and drink where they are unable to do so unassisted.

#### **Eligibility**

In this example, Raquel's responsibilities involve her providing a trolley service wholly or mainly to adult patients on the ward. She is regularly required to physically assist patients to eat or drink if they're unable to do so for themselves because of their age, illness or disability. This is known as providing 'personal care' under regulated activity. This role is therefore eligible for an **enhanced check with adults barred list information**.

If, however, the role was more concerned with providing a trolley service to patients on the ward and the individual in that role was not providing patients with assistance to eat or drink, then the role would only be eligible for a **standard check**.

## **Hospital guide**

Jason volunteers in Any-Town NHS Foundation trust. His role involves meeting and greeting patients and visitors when they arrive at the hospital site and directing or escorting them to their destinations.

### **Eligibility**

Although Jason will have some access to persons in receipt of health services who may approach him for assistance in navigating the hospital site, his activities do not involve the provision of health services. This role is not eligible for a standard or enhanced disclosure. Employers may wish to consider obtaining a **basic disclosure**.

## **Play assistant**

Rachel volunteers to work as a play assistant three days a week at New Town Children's Hospital. Her role requires her to work in the play areas of a children's ward. She works alongside ward staff and other healthcare specialists such as physiotherapy, occupational therapy and speech and language therapists who will advise her on the appropriate play activities for each patient. She will be responsible for setting up, tidying, cleaning and locking away toys and equipment. She will also supervise, instruct and encourage young patients as they participate in play and will alert play workers/specialists to any issues of concern. Her role is unsupervised.

### **Eligibility**

Rachel's role involves her caring for and supervising young children who are well enough to participate in play activities in order to help normalise their stay in hospital. Her role is unsupervised and she carries out these activities three days a week which meets the frequency period\* as

defined under regulated activity with children. This position is therefore eligible for an **enhanced check with children's barred list information**. If Rachel was carrying out these activities but was supervised by a registered healthcare professional, this would not be regulated activity. In such cases, the role would be eligible for an **enhanced check without barred list information**.

*\*The frequency period under regulated activity with children is defined as any activity which is carried out by the same individual in the same establishment once a week/for at least three days in any given 30 day period, or overnight during the hours of 2am and 6am where there is face-to-face contact with children).*

### **Sexual health education**

Alex volunteers in his local sexual health clinic working with young people. He teaches them about pregnancy testing, the use of condoms and how to identify the signs and symptoms of Chlamydia.

#### **Eligibility**

Alex's role involves the provision of advice and guidance wholly or mainly for young people, some of whom may be under the age of 18.

This role is a regulated activity as the advice and guidance he provides largely relates to looking after the physical, emotional or educational well-being of young people. This role is therefore eligible for an **enhanced check with children's barred list information**.

### **Shop assistant - hospital newsagent**

Lea volunteers in a newsagent which is located on the ground floor of Any-Town NHS Foundation Trust selling newspapers, magazines, cards and confectionery to members of the public visiting the hospital site. Lea is responsible for ensuring shelves are well stocked, serving customers and cashing up the till at the end of the day.

#### **Eligibility**

The shop is open to members of the public visiting the hospital site. Although persons in receipt of health services may choose to use the

shop, any contact is likely to be limited (incidental). The exchange and handling of cash in this case would be regarded the same as in any other retail outlet. This role is not eligible for a standard or enhanced check however, employers may wish to consider whether a **basic disclosure** might be appropriate.

If, in addition to serving in the shop, Lea ran a trolley service on ward areas where persons in receipt of health services are located, then consideration should be given as to whether the roles and responsibilities would be eligible for a **standard DBS check**.

### **Ward visitor/dementia buddy (access to patients)**

Lara volunteers at her local hospital as a ward visitor. Her role involves her listening and chatting to patients who have age-related illnesses (such as dementia), facilitating and encouraging them to play games or sing. When the weather permits, she is also responsible for escorting patients on short-walks or taking them out in a wheelchair into the garden area on the hospital site unsupervised.

#### **Eligibility**

If Lara's role requires her to provide physical assistance to help people in receipt of health services when walking or getting in and out of wheelchairs, as well as befriending and making them stay more comfortable. This position is a regulated activity and is eligible for an **enhanced check with adults barred list information**.

If, however, Lara's duties were more concerned with escorting the person in receipt of health services but not providing any physical assistance then the role would only be eligible for a **standard check**.