FOR BUCKINGHAMSHIRE VACCINATION SITE ORGANISERS

Involving volunteers during COVID-19 and the Volunteer Matching Service

The Volunteer Matching Service (VMS) is run by Community Impact Bucks in partnership with Buckinghamshire Council and The Clare Foundation. The VMS places volunteers with groups and organisations needing help to support our communities. This includes providing volunteers with non-clinical roles at vaccination and mass testing sites. More information can be found on the Buckinghamshire Volunteer Matching Service webpage.

How you can involve volunteers

Key things you **must** have in place for any volunteer:

- A **clear description** of the task or role the volunteer is being asked to carry out, so that it's clear what volunteers are being expected to do (and not to do)
- Volunteers must have **a named person as their main point of contact**
- Give volunteers **clear guidance** on what to do if they have a problem, for example how to report a safeguarding concern, or if they have concerns about a person's health.

Insurance cover – make sure the insurer is informed and confirm that volunteers will be covered by your Employers Liability Insurance and Public Liability Insurance (this is usually straightforward). For more advice, and a short training video on supporting volunteers during Covid-19 can be found on Community Impact Bucks' guidance on supporting volunteers in a crisis on our website and on our Covid-19 Volunteering webpage.

Where you can find volunteers

The NHS Buckinghamshire Clinical Commissioning Group has a list or "pool" of volunteers who have already been involved in helping at local vaccination sites across Buckinghamshire, mostly as volunteer Car Park Marshalls.

Vaccination site organisers will be able to access the list of volunteers and contact volunteers direct to see if they would like to volunteer for a particular volunteering session(s) at a given site, date and time. It is important to positively engage volunteers to make them feel valued and supported. Once they are inducted and trained, volunteers can be re-involved in multiple volunteering sessions, provided this also suits the volunteer. Once engaged, most volunteers are returning for repeat shifts and becoming part of

the team – but remember, volunteering is not the same as paid work and we generally recommend shorter shifts (up to 4 hours) and fewer consecutive days' volunteering than you may ask of paid staff.

If your site needs more volunteers, it is simple and easy to make a volunteer request to the Volunteer Matching Service (VMS). **Please note your request needs to be sent to use at least 48 hours before the volunteer(s) are needed.** Please complete this volunteer request form. Key information you will need to provide in the form:

- Description of the role/task and/or role description
- Date(s) and times volunteers needed if there's a specific session
- Number of volunteers needed and date they're needed by
- Site name and full address
- Site contact name
- Whether car parking is available on site and if charges are likely to be incurred
- Details of COVID restrictions in place and whether there's a higher risk of Covid-19 infection, so that we can let the volunteer know

What you will need to do once we send you a volunteer

When the request has come through to the service:

- You will get an email to acknowledge receipt of your volunteer request.
- We will identify suitable volunteers by contacting them and providing details of the role.
- When the volunteers have confirmed they would like to be involved in the role, we will send you an email with confirmation of the name(s) of the volunteer(s) that the service has identified to fulfil your request, and that the volunteer(s) will contact you.
- We will email the volunteers to notify them that they have been matched with your volunteer request. This email will contain the name of the role and your contact information. The volunteer(s) will then contact you.
- Emails to you and to the volunteers both contain group/volunteer guidance and training links from our website, including training and guidance around keeping people safe when volunteering.

- When a volunteer contacts you either by phone or email, please respond to them **as soon as possible.** This will help volunteers feel valued and supported.

- As the Volunteer Matching Service **has not** undertaken formal checks on the volunteers who have signed up with the service, we strongly advise that you check the volunteer's ID and follow your usual process and good practice for verifying the identity and assuring the suitability of the volunteers for the role(s). For instance, check all volunteers' photo ID and obtain at least one reference. **Currently volunteers are asked to bring a form of photo ID - passport or driving licence - when they arrive on site.**

FOR BUCKINGHAMSHIRE PRIMARY CARE NETWORKS

Involving volunteers during COVID-19

- Provide clear instructions on the task/role, how long it is likely to take, and time required by the volunteer. It's a good idea to get them to sign a volunteer agreement form. You can download a [sample template for vaccination sites by clicking here.](#)

- Provide a named supervisor as their main point of contact

- Provide information on how the volunteer can stay safe and keep others safe. You can find advice and guidance on keeping people safe on our [Covid-19 Volunteering](#) webpage, including a short training video for volunteers

- Give volunteers clear guidance on what to do if they have a problem, for example how to report a safeguarding concern, or if they have concerns about a person's health

- After the task, please check everything was completed

- Please do not forget to **say thank you** to the volunteer!

How data is processed

The data collected by the Volunteer Matching Service is to provide support to voluntary groups and volunteers. We will store this information specifically for the Covid-19 emergency: the coronavirus pandemic, the recovery period and any local outbreaks that may arise. The contact information will not be used for any other purpose than offering support to voluntary groups and volunteers during this emergency under legitimate interest. It will be kept and processed on a computer database and subject to the EU General Data Protection Regulations (GDPR). We will not share it with anyone without your consent. The full details are in our [privacy statement](#).