

FOR BUCKINGHAMSHIRE COVID VACCINATION SITES

Supporting Volunteers during COVID-19

Last updated: 3rd February 2021

Whether you are involving volunteers directly, or working with a partner organisation, you must make sure these key things are in place:

- A **clear description** of the task or role the volunteer is being asked to carry out, so that it is 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).

How to involve volunteers safely and effectively

1. Volunteer recruitment

- This [short training video](#) sets out what you need to think about before recruiting volunteers
- Create simple role/activity descriptions and Volunteer Agreements for new COVID-19 related volunteer roles so that it is clear what volunteers are being expected to do. [Sample role/activity description for Car Park Marshall Volunteers and includes a Sample Volunteer Agreement](#)
- Have simple criteria in place to help screen people's suitability to volunteer in accordance with the [latest government guidelines](#)
- Does the role require a DBS check? [Changes to DBS ID checking guidelines](#)

2. What support are you giving your volunteers?

- **Training:** What do your volunteers need to know before they start volunteering? Does this need to be provided on site, or can you deliver in advance using tools like Zoom, MS Teams, or pre-recorded videos? Community Impact Bucks has some [short \(3-4 minute\) training videos for volunteers](#), covering [Safeguarding](#) and [Tips on keeping safe when volunteering](#).
- Volunteers **must have a named person as their main point of contact**; this could be a volunteer supervising a team of others. These are uncertain times, and it is important that volunteers feel supported and listened to.
- **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.
- **Out-of-pocket expenses:** whilst it may be impractical to offer these, some volunteers may themselves be experiencing financial difficulties so try to make expenses available to those that might need them.

3. How are you protecting your volunteers?

- Health and safety of volunteers is paramount. Ensure that your volunteers are aware of [government guidance about how to help safely](#) and any site-specific health and safety requirements.
- Ensure that you have up-to-date personal and emergency contact details of volunteers and ask them to let you know if these details change.
- Check with your insurer that volunteers and the activities they undertake will be covered by your Employers Liability Insurance and Public Liability Insurance (this is usually straightforward).

4. How are you protecting the people you want to help?

- Make sure you have included volunteers in your risk assessment and thought about how they may be affected by any further considerations and/or risks that are relevant at any particular vaccination and/or testing site.

If you need help finding sourcing volunteers, the [Volunteer Matching Service](#) offers a fast and effective service to mobilise volunteers where they are most needed at short notice. For more information, see the [Volunteer Matching Service webpage section for vaccination sites](#).