Group Leader’s and Supervisors’ Responsibilities

**As a Group Leader or Additional Supervisor, you are expected to:**

**Before your volunteer experience**

* Complete any necessary paperwork for your group (or ensure it has been completed) by the relevant deadline, such as Parental Consent, Photography Consent, Supplementary Booking Information and Feedback forms.
* Explain the Code of Conduct, Photography and Social Media Policy and any other information to your group participants ahead of and at the start of your volunteer experience
* Ensure that you understand the briefings on hygiene, health and safety, confidentiality etc as outlined by the Staff Supervisor. Ask if you have questions

**Monitoring and Communication**

* Be the main contact for queries and issues arising within your group, if any. Liaise with the Staff Supervisor when necessary to resolve any queries/issues
* Take responsibility (together with any other Supervisors attending with your group) for the conduct of your participants. Monitor and address any issues arising

**Supervision**

* Stay with your group at all times
* Maintain visual contact with all members of your group at all times. If this is impossible due to the nature of the volunteer work, discuss with the Staff Supervisor how appropriate direct supervision will be achieved.
* Do not allow any volunteer to go off alone. Toilet breaks should ideally be scheduled for the group. Individuals needing to visit the toilets outside these times should be accompanied if the toilets are not within visual range of the activity location.

**Emergencies**

* If there is an emergency, or you need to deal with an individual volunteer, report this immediately to the staff Lead Person In Charge, who will discuss with you what to do to achieve adequate supervision of the remaining volunteers

**At the end of your volunteer experience**

* Feed back to the Trust Volunteer Manager on the impact of your group’s volunteering project

In accordance with our Junior Volunteering General Risk Assessment (copies available on request), please note the following to ensure everyone’s safety:

**Arriving/Departing Safely**

Please be sure you and the young people with you take care when arriving at our hospitals and have a particular awareness of:

* Ambulances - arriving, departing, parked in or entering/leaving designated bays or areas
* Private vehicles and taxis - arriving, departing, turning, opening doors etc
* Wheelchairs, motorised mobility aids, pushchairs
* Anyone who may be rushing in/out of our hospitals
* Other activities such as deliveries/collections

Please arrange a safe place for drop-off/collection that will not inconvenience other hospital users and inform your driver of the above considerations. If you need advice, please ask us. There is an NCP carpark by the side of the hospital, and various off-road parking options nearby.

**Touring Clinical Areas**

For infection control purposes, anyone entering a clinical area, for instance, on a tour, will need to be ‘bare below the elbows’: that is, jackets removed and/or sleeves rolled up, jewellery including watches removed (plain wedding bands are acceptable). No trailing clothing. Long hair tied back, please. You will be shown how to wash your hands during your training or upon entering the area.

Please do not attend any of our hospitals if you have experienced diarrhoea and/or vomiting within the last 48 hours (2 days). Please be aware that participants with coughs/colds may not be able to visit some areas where patients’ immunity is extremely compromised.

**Accessing First Aid in an Emergency**

To access basic First Aid for minor incidents, please speak to a member of the hospital staff and ask for the local first aid box.

If the situation is serious (involving loss of consciousness, broken bones, deep wounds, seizure, severe allergic reaction etc), please speak to the member of staff with your group to escalate this.

**Fire Assembly Points**

Depending on the type of Junior Volunteer event, fire safety will be covered in your training, induction or welcome briefing. If you are instructed to leave the building at any time by a member of staff, an assembly point will be specified. Please follow all instructions carefully and keep your group together wherever possible.

**Emotional Distress**

We take great care to plan Junior Volunteer activities in a way that minimises the risk of participants experiencing emotional distress. However, everyone is different and some participants may find situations upsetting for a variety of reasons. Staff will be able to provide support to any participant or accompanying adult who becomes upset during an activity. Contingency activities are normally available for anyone who needs to sit out of an activity for any reason.

Please be aware that, on occasion, participants may appear fine on the day and then experience distress at a later date. In this case, please be prepared to provide the necessary support through your own channels and contact us for advice, if necessary.

**Belongings**

We will ensure that the main meeting space will be supervised or locked so that volunteers can leave their belongings there securely.

**Lunch**

To ensure smooth running of the scheduled activity we request that all groups stay on-site during lunch and breaks. Therefore groups will either need to bring packed lunches or use the on-site café and restaurant, provided they are always supervised.

**Photography & Social Media**

We may be taking videos and photos throughout the day. All of these will be used appropriately within the trust social media policies. Any young person who has not consented will be

given a wristband to identify them and asked to step out of any photos.