

Role description for Involving People (PFPI) Network Volunteers

Purpose of involvement

Our Involving People Volunteers work with us to ensure the voice of patients and the public is heard in everything we do.

Role of Involving People Volunteer

Involving People Volunteers are expected to play an active role in the meetings as members of the group alongside Scottish Ambulance Service members.

Note: whilst it can be helpful for the Involving People Volunteers to be able to bring in the views of other people the group, and also to disseminate the work of the group through appropriate networks, Involving People Volunteers are not expected to 'represent' or speak for the views of wider groups.

Essential criteria required for participation

- We need someone who can give their thoughts succinctly and is prepared to read the relevant materials before attending. Experience as a user of the relevant service or as a carer may be useful, but not necessary; we are looking for the views of the general public.
- You will need access to the internet and available time to read any related materials.
- Working with others, you will be:
 - able to work as part of a team
 - open, honest and have excellent listening skills
 - prepared to challenge and defend a position based on findings or evidence whilst remaining objective
 - an independent thinker who is prepared to state and support their own viewpoint
 - flexible in approach and receptive to others' viewpoints
 - able to show drive and commitment.

Analysis

You will be asked to (where applicable):

- read papers
- show attention to detail
- contribute to the discussions of the group, with a particular emphasis on ensuring that the interests of the patient are identified and taken into account.

Support (where applicable)

- The Chair of a group or meeting should nominate a mentor or 'buddy' to ensure volunteers are following and understanding what is being discussed in the group or meeting
- The Chair, or his or her nominee, should arrange a conversation with a volunteer soon after papers for the group or meeting have been released either by telephone/Skype/in person. The purpose of this conversation is to have the volunteer briefed on the purpose of said paper/part of the meeting, and to give the volunteer an indication of what is needed from them at that time.

- During the meeting, ample consideration should be given to a volunteer to allow for feedback
- *The Engagement and Involvement Manager* will offer informal support, an annual appraisal and will facilitate collaboration with Involving People Volunteer members of other groups.
- In addition, Involving People Volunteers are encouraged to seek support if they feel they are unable to carry out a task or need to discuss any aspect of their volunteer role.
- Induction and training will be provided, as will trips to get a hands-on feel for our service.

NOTE: You will not be expected to do anything that you feel unable to. We will endeavour to support you in your role as a Involving People Volunteer with training and other opportunities where appropriate. If you do not feel comfortable with what has been asked of you, for any reason, you should contact *the Engagement and Involvement Manager*.

Expenses

Expenses will be reimbursed in line with Scottish Ambulance Service policy. If you are unsure of whether an event, meeting or consultation you plan to attend qualifies for reimbursement, please contact *the Engagement and Involvement Manager*.

A code of conduct for Involving People Volunteers

Supporting participation

The principles, values and behaviours set out within this section relate to Involving People Volunteers working with us in different roles across the organisation. Acting in these roles, you bring a wealth of knowledge and experience to the organisation. Your contribution is valued and we are committed to supporting you so that your experience is positive and enriching.

We will provide you with:

- a meaningful and valuable volunteering role and the opportunity to make a difference to the NHS in Scotland
- ongoing support and information, which is tailored to your needs and circumstances
- a named staff contact for each involvement opportunity
- targeted support, including coaching, training and online learning activity to address identified development needs
- induction and ongoing core training including equality and diversity, which is a required element
- an annual conversation as part of your performance appraisal to support further development, and an opportunity to feed back to us on how well we have supported you
- the opportunity to work as a team with other public partners, local, regional and national SAS and others
- reimbursement of travel and other out-of-pocket expenses
- learning and development opportunities and exposure to new ways of thinking and working
- protection under our policies (for example health and safety, data protection, equal opportunities)
- opportunities to feedback on involvement activity or any suggestions, concerns or issues.

The above list applies to all our Involving People Volunteer roles. Further clarification can be sought from Engagement and Involvement Manager about the support available to you when you are engaged in any activity not described in this guide.

Our values

By becoming a Involving People Volunteer you agree to abide by our values which are shared across NHSScotland. These are:

- **care and compassion** – we care about the impact that our work, our actions and our behaviours have on people. We are considerate in our dealings with individuals and groups and in the pursuit of the best treatment for everyone, putting people at the centre of everything we do.
- **dignity and respect** – we value staff and *Involving People* Volunteers' views and we ensure equality and fairness in everything we do. We promote a positive working environment based on constructive relationships. We listen to and respect different points of view and will give fair and honest feedback internally and externally.
- **openness, honesty and responsibility** – we are objective and impartial in all our work and proactively share knowledge. We are individually and collectively committed to, and responsible for the quality and delivery of our work. We are open and honest in all our dealings with people and maintain the highest integrity at all times.
- **quality and teamwork** – we are one organisation and we work collaboratively with all our partners, harnessing the expertise from all to deliver reliably to the highest standard. We are committed, flexible and responsive and continually seek out new ways to improve.

Policies

You should not knowingly act in a manner that is contrary to the best interests of The Scottish Ambulance Service in your role. You are expected to support the aims and objectives of the organisation and abide by all relevant policies many of which are underpinned by legislation.

Person to person

The Scottish Ambulance Service is committed to providing a positive working environment based on constructive working relationships. We have a responsibility to make sure that our Involving People Volunteers are not subjected to inappropriate behaviour which may not only affect their performance, but ultimately their health and wellbeing.

Everyone who works or volunteers with us has the responsibility to treat others with dignity and respect irrespective of their age, disability, gender reassignment status, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation, political conviction, membership or non-membership of a trade union/professional organisation or health status.

Although legislation does not require it, we also consider it to be good practice to consider the needs of people affected by the following: criminal justice, homelessness, language or social origin and poverty.

You must act in line with equalities and other applicable regulations and laws (as supported by our organisational policies) in your relationships with other Involving People Volunteers, staff, service users, contractors or anyone you come into contact with in your volunteering with us.

You should strive to establish respectful and courteous relationships with everyone you come into contact with.

We are committed to reflecting the diverse population of Scotland and the integration of equal opportunities in all aspects of volunteering. You are responsible for your actions while volunteering with us and must ensure that you conduct yourself appropriately at all times.

Confidentiality

While participating in our work, Involving People Volunteers may have access to confidential material or discussions about patients, Involving People Volunteers, staff or other health service business. Patients and staff will not normally be named, but their conditions or experiences could potentially identify them. You should not discuss any of this material outside of your work with us. Similarly, no information of a personal or confidential nature concerning individual public partners or staff should be shared with anyone without the proper authority having first been given. You will not always be explicitly told when to treat information as confidential. If you are not sure about the confidentiality of any information shared with you, contact the Engagement and Involvement Manager.

We may occasionally receive information that is not covered by the Freedom of Information (Scotland) Act 2002. If we agree to receive such information in confidence, you are also expected to respect this confidence and not disclose the information to unauthorised persons or bodies without consent.

On completion of externally-held meetings, you may be asked to hand all materials to a member of staff for secure disposal, if confidentiality is deemed a risk. Shredding facilities for documents are available in all of our offices. We would encourage all Involving People Volunteers to dispose of all printed business-related documentation with information security in mind.

When we contact you by email, you are responsible for keeping this communication secure, in line with the appropriate sections of our data protection policy. Any email correspondence which you choose to print must be kept confidential and, once you no longer need it, it must be securely destroyed or handed to staff for disposal.

Protecting the reputation of the Scottish Ambulance Service

All questions and enquiries from the media must be referred to the Community Engagement Manager. When speaking as either a Involving People Volunteers or a private citizen, you should strive to uphold the reputation of SAS and those who work for us. If you intend posting something on social media about your role with SAS, please refer to the guidance for staff on social media use – this is available on request from the Engagement and Involvement Manager.

You should not use your public partner status to gain media or other attention to further your personal, organisational, commercial or party political interests.

Personal gain

You should not gain materially or financially from your role. It is your responsibility to use organisational resources in line with procedure, and seek authorisation for their use where needed.

If you are in receipt of any state benefits you should be aware of any impact that volunteering with us may have.

During meetings

You agree to:

- follow relevant governance procedures and practices
- give apologies ahead of time if unable to attend or take part
- study information sent in good time before meetings and be prepared to contribute to discussions and other work during the meeting or activity
- respect the authority of the chair, team leader or staff member leading the meeting or activity
- maintain focus and relevance to matters being discussed during meetings or other activity
- be mindful of the time available in meetings, and use the opportunity to contribute by raising issues with the chair, project group or project team between meetings
- engage in debate and decision-making in meetings according to procedure, maintaining a respectful attitude for the opinions of others
- where a final decision is required, accept a majority vote on an issue as decisive and final, and
- maintain confidentiality about any meetings held in private.

You should only act as our representative with the prior knowledge and approval of the Community Engagement Manager. This applies to discussions in a public forum, private or informal discussion or discussions conducted using social media.

Complaints

SAS is committed to working in line with our values and in ensuring fairness in all that we do. If you feel that you have not been treated fairly then you can speak to a staff member about this and/or make a complaint by using our complaints procedure, which is available on our website or from the Community Engagement Manager.

If a concern is raised about your performance or behaviour, the issue resolution procedure will be used. The aim of this is to enable discussion of any issues with a view to resolving these and agreeing a way forward.

Leaving your role

If you decide to resign from this role, you should inform the Engagement and Involvement Manager in writing, stating your reasons where possible.