

Volunteer and temporary staff: scope and supervision

Policy | FLD-POL-003

Document type	Policy
Title	Volunteer and temporary staff: scope and supervision
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Prepared by	{{roles.quality_lead.name}}, Quality lead
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Effective date	{{document.effective_date}}
Next review	{{document.review_date}} (12 months, or sooner after any incident or change)
Replaces	None (new document)
Standards and criteria supported	Standard 9 (Field Hospital), criterion 9.6
Evidence basis	E-006, E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

At a glance: what to do

1. Each volunteer and temporary worker has a written scope before first duty (FLD-FRM-002).
2. Each shift has a named supervisor.
3. A volunteer works only within their scope, and calls a supervisor outside it.
4. Credentials for clinical roles are checked (STF-FRM-001).

Stop and get help straight away if: a volunteer performs a procedure outside their scope, or works with no supervisor.

1. Purpose

To keep volunteers and temporary staff within a defined scope and under supervision (9.6).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of {{facility.legal_name}}
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions and abbreviations

Term	Meaning in this SOP
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background and rationale

To keep volunteers and temporary staff within a defined scope and under supervision (9.6).

5. Responsibilities

Role	Duties in this SOP	Competence needed
Field unit lead	Approves each scope and names the supervisors	Clinician
Rota lead	Keeps the rota with a supervisor on each shift	Nurse

6. Equipment, materials and resources

Item	Specification or standard	Check before use
Records and forms named in this document	Current version	Checked before use

7. Safety and infection prevention

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Follow the steps in order. Where a step says "If", take the action for the case that applies. Do not skip a step. If a step cannot be done, use section 11 and section 12.

Step	Action	How to do it	Key point
1	Define the scope.	Record each person's scope and supervisor on FLD-FRM-002 before their first duty.	Scope before duty.
2	Name the supervisor.	Put a named supervisor on every shift in the rota.	No unsupervised shift.
3	Check credentials.	Check the credentials of clinical volunteers and record them.	Clinical roles are checked.

Decision points

- No decision points in this procedure.

10. Special situations

Situation	What to do
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

11. Problems and escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

12. Monitoring and compliance

What is checked	Target	How often	Who	If the target is missed
Volunteers with a signed scope before first duty	100%	Each shift	Rota lead	Escalate to field unit lead

13. Records

Record	Where it is kept	Kept for
Record named in this document	Patient record or the area file	{{facility.records_retention_years}} years

14. Training and competence

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

15. Related documents

ID	Title	Relationship
FLD-FRM-002	Volunteer scope and supervision record	Record
STF-FRM-001	Staff credential record (existing, reused)	Record

16. Evidence

ID	Source and status
E-009	Based on WHO classification and minimum standards for emergency medical teams (2013).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

EC = ASF Expert Committee consensus. Items marked EC are reviewed by the Committee each year.

17. Change history

Version	Date	What changed	Approver and signature
1.0	{{document.effective_date}}	First version	Pending Expert Committee approval