

# The rapid, cost-free way to source NHS-approved Steward Volunteers for your vaccination site

A pool of Steward Volunteers has been recruited and approved by the NHS to support with non-clinical tasks at vaccination sites, including those run by primary care networks and community pharmacies.

These are ready-to-use volunteers provided by the **NHS Volunteer Responders (NHSVR)** programme. NHSVR is commissioned by NHS England, delivered by Royal Voluntary Service and enabled by the GoodSAM app.

## As a vaccination site manager you will find it more efficient to use NHSVR Steward Volunteers than to recruit new volunteers because:

- There are 77,000 NHS Volunteer Responders available across England, ready to deploy at no cost to vaccination providers.
- They are ID-checked, insured and supported by Royal Voluntary Service.
- They can be rapidly booked online by Lead Employers. (Most shifts are filled within 2 hours of being offered.)
- Their expenses are administered and paid by Royal Voluntary Service.
- They have been provided with NHS-branded high-viz clothing to wear at vaccination sites
- The volunteers are supported by Royal Voluntary Service. This includes an instruction guide, a 7-day per week support line, and access to a safeguarding team.

## What can NHSVR Steward Volunteers do?

Steward Volunteers can undertake any tasks which support the smooth running of vaccination sites and would not normally be filled by paid staff. These include:

- managing queues
- monitoring numbers
- greeting and directing people
- overseeing social distancing measures

The maximum shift length is 6 hours.

## How can CCGs, PCNs, GP practices and pharmacies request NHSVR Steward Volunteers?

All booking requests for NHSVR Steward Volunteers must be made through your NHS System Lead Employer for the COVID-19 vaccination programme. You can find out contact details for your Lead Employer by emailing [covidvaccine@royalvoluntaryservice.org.uk](mailto:covidvaccine@royalvoluntaryservice.org.uk)

**Please note: Vaccination site managers are responsible for volunteer safety while they are on your site and you must provide them with a simple site induction when they arrive. This must be in line with local procedures and/or agreed with your Lead Employer. In the unlikely event that you have concerns about any NHSVR Steward Volunteers, you should contact Royal Voluntary Service at [covidvaccine@royalvoluntaryservice.org.uk](mailto:covidvaccine@royalvoluntaryservice.org.uk)**

