Charity and Involvement Team –Investing in Volunteers
May 2023

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Volunteer Programme Approach

- The Investing in Volunteers Standard is a nationally recognised standard for the support and development of volunteering within organisations

- The use of this standard ties in with NHS England approach to volunteering presented in the upcoming NHS Volunteering Taskforce paper and the current guidance for Volunteer recruitment and management

- The standard provides a framework for ensuring our Trust programme is providing a positive and meaningful experience for those involved

- It also boosts potential for volunteers to consider further opportunities within the Trust or wider NHS, in line with our involvement in the Volunteer to Career programme

The following slides show the six standards and current work in place to meet or part meet the standard; next steps for the team are highlighted on the last slide

IiV Standard 1 – Vision - Volunteering is embedded within the overall vision, values, culture and aims of the organisation and its impact is recognised and communicated. Organisations understand why they involve volunteers

- Celebrating OH Volunteers and their achievements through Volunteer of the Year award, regular communications, shares and spotlights across the Trust

- Introducing Volunteering into new services within the trust with clear guidance and support from the team

- Volunteer roles developed alongside HEE & NHSE projects such as Waiting Well & Volunteer to Career (VtC) as well as organisational need

- VtC specifically supporting recruitment and L&D pathways in the Trust

- Working with Helpforce to demonstrate value of volunteers with data and outcome measures with the Volunteer programme

- Feedback on the impact of volunteers within teams initiated with plans to roll out to further teams

- Steering group for VtC involves key stakeholders from both clinical and corporate teams

- Working closely with teams to review processes, listen to feedback, problem solve (especially around staff pressures) and engagement

IiV Standard 2 – Planning - People, policies and procedures have been put in place to ensure volunteering is well-managed

- Volunteer Policy in place with associated toolkit for volunteers and their supervisors

- Working closely with managers and supervisors to ensure recruitment, onboarding and training needs are met

- Role profile template in place and each role profile developed with the individuals' teams/supervisors

- Recently developed Volunteering FAQs to support Volunteers, service and individual teams

- Supporting new and existing Volunteers with the National Volunteer Certificate

- Working together with Helpforce to develop SOP for Volunteer recruitment, onboarding and training

- Liaising closely with other NHS trusts and organisations to learn from their Volunteer programmes

- Assemble (Volunteer data management system) to support recruitment, onboarding and training process coming on line summer 2023

- Local Handbook development starting to take place with some services

IiV Standard 3 – Inclusion - There is a positive approach to inclusion, equity and diversity and a proactive approach to making volunteering accessible

- Volunteer roles made flexible - from recruitment and onboarding to training as well as in delivery of roles

- Working closely with the Volunteer and the service to meet everyone's needs
    - Using the application and interview process to understand the volunteers needs and suitability for the role
    - Working with teams to ensure roles still fit for the team and adapt as needed

- Occupational Health review structure in place to support the Volunteer and ensure support is put in place

- Regular informal supervision with the Volunteer

- Volunteer programme involvement with the EDI team

- Diversity data currently collected shown for volunteers on the following slide for information (for review against Trust staffing data)
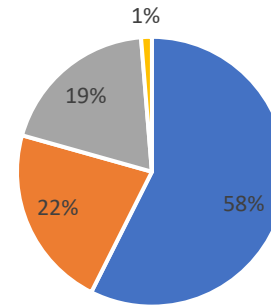
IiV Standard 3 – Inclusion - There is a positive approach to inclusion, equity and diversity and a proactive approach to making volunteering accessible
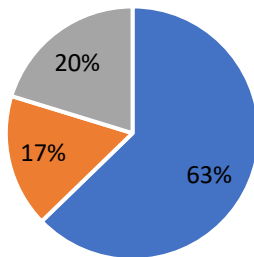
Disability

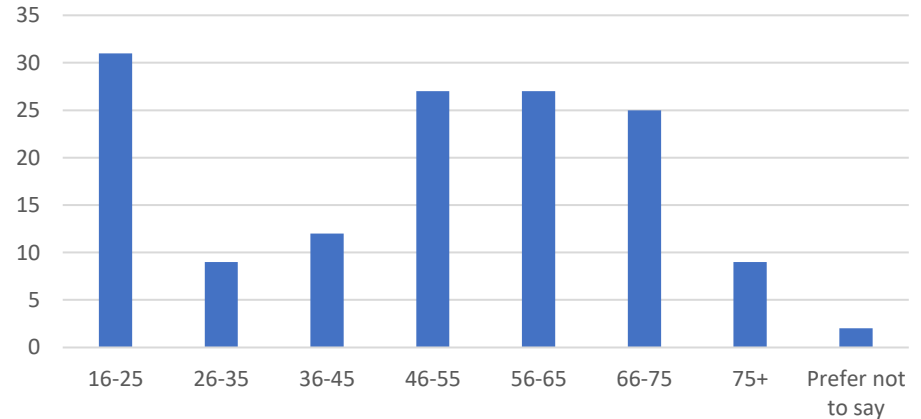4% 1% 4%
91%
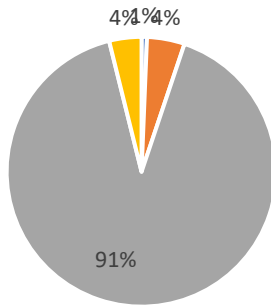
■ N/A ■ No ■ Not Provided ■ Yes

Gender

1%
19%
22%
58%

■ Female ■ Male ■ Not provided ■ Prefer not to say

Ethnicity

20%
17%
63%

■ White ■ BAME ■ Prefer not to say/Not stated

Age

IiV Standard 4 – Recruitment and Welcome - It is easy for people to find out about opportunities, explore whether they are right for them, and get involved

- Volunteer Opportunities page on the Trust and Charity websites, now linked to the national database for NHS Volunteering

- Volunteer numbers required for roles meaning current recruitment does not require high levels of promotion however promotional tools available and links to volunteer centres and other third sector organisations

- Assemble will support the recruitment, onboarding and ongoing management of Volunteers once fully in place

- VtC has been an attractive opportunity for Volunteering for students, graduates, RTW candidates and those with lived experience

- Work underway with the Patient Experience and Lived Experience teams to further develop relevant pathways (following success of peer support model)

- All enquiries regarding roles followed up and "find out more" invited and promoted

- Applicants invited for an informal interview/chat to meet the team ensuring they are right for the team and the role is right for the applicant

IiV Standard 5 – Support - Volunteers feel supported at all times, that they are a part of the organisation and that their contribution makes a difference

- Regular feedback sessions and informal supervision to support Volunteers on their journey

- Every role has a named supervisor in place who supports day to day volunteering activity (roles cannot be progressed without a nominated supervisor)

- Understanding difficulties and working together with the Volunteer and the Supervisor to support needs is a vital part of all members of the teams roles

- Development of the induction of new volunteers into teams is underway, learning from the VtC programme experience

- Thank you's are always important and using supervision, direct and indirect communication to say thank you

- Volunteer Toolkit in place to provide all essential and up to date information

- Local handbook developed as part of the WW & VtC projects

IiV Standard 6 – Value and Development - Volunteers are valued and there are opportunities for volunteers to develop and grow through their experience

- The VtC programme structured to support Volunteers on their learning and development journey with learning now being rolled out to other areas

- All Volunteers offered and supported to achieve the National Volunteer Certificate as part of their training

- Opportunities presented to Volunteers through the newsletter and, when in place, through Assemble

- Supervisors made aware of the importance of supervision to enable Volunteers to ask questions, have training and development discussions

- Mentor/buddy with the VtC to support learning – with potential to roll out in other areas of volunteering

- Work ongoing with the apprenticeships, recruitment and learning and development teams to identify ways in which Volunteers can develop their involvement in the Trust and wider NHS

Next Steps for the Team

- Standard 1 –
    - Increasing impact reporting to widen awareness of the positive impact of Volunteering on services
    - Widening celebrations of Volunteering across the year

- Standard 2 –
    - Updating the Volunteer policy, Volunteer Toolkit and associated documents to reflect changes
    - Review of the Trust induction and other training opportunities for Volunteers

- Standard 3 –
    - Detailed diversity data analysis to identify areas of growth

- Standard 4 –
    - Increased engagement with supervisors to support the integration of Volunteers into teams

- Standard 5
    - Widen circulation and engagement with the Volunteer newsletter
    - Assemble implementation

- Standard 6
    - Partnership opportunities to be explored with local volunteer centres, existing Trust third sector partners and The Princes Trust programme
    - Adapt VtC programme to support other services within the Trust