

Developing Clear Pathways to safe and effective volunteering in health

- Tracey Passway, Clinical Governance & Risk Management Team Lead, NHS Tayside
- Ruth Brown, Mental Health Networking Coordinator, Dundee Voluntary Action

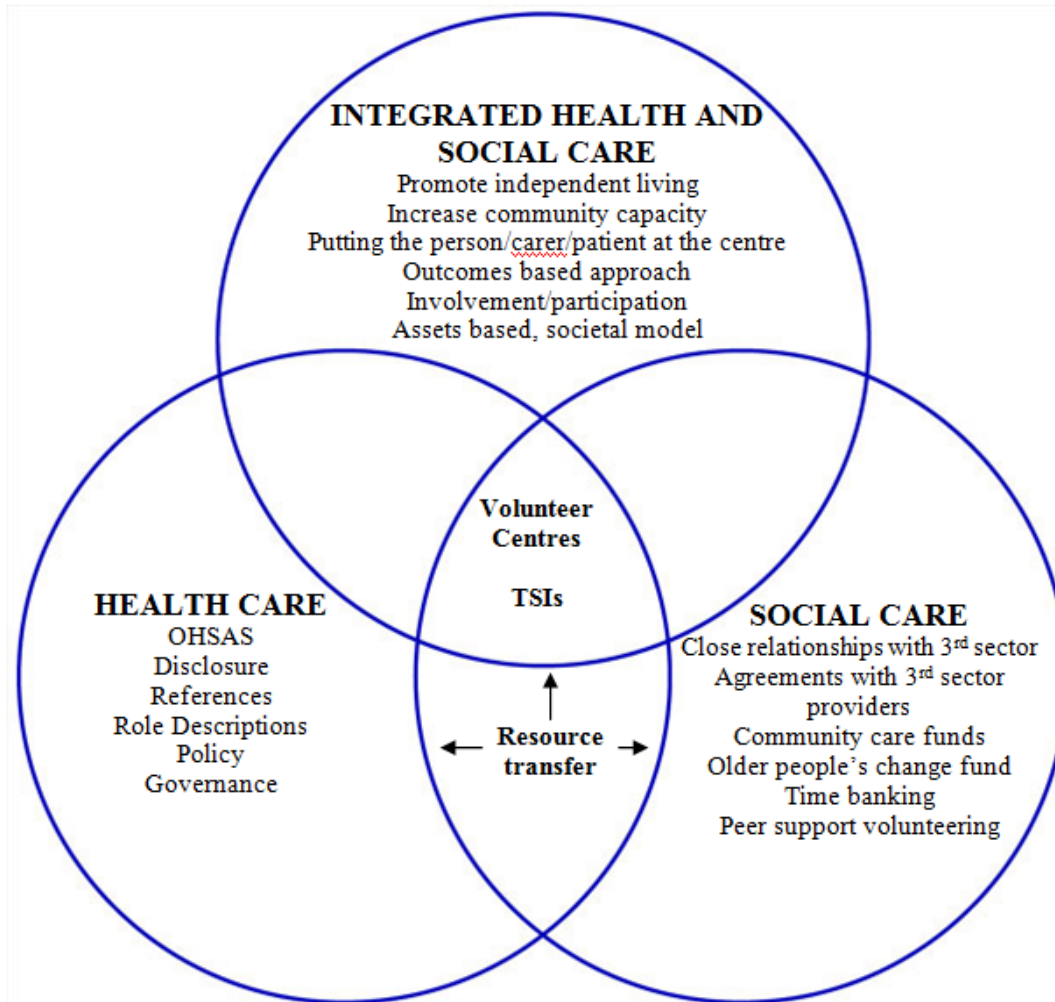
Aim & Outcomes

This workshop will enable participants to:

- Better understand the complexities of supporting volunteering across the landscape of health care
- Gain new tools, tips and techniques for effective partnership working across volunteering and health
- Share and learn from the experiences of others about partnership working in health

What is Strategy?

A high level plan to achieve one or more goals under conditions of uncertainty



In Groups

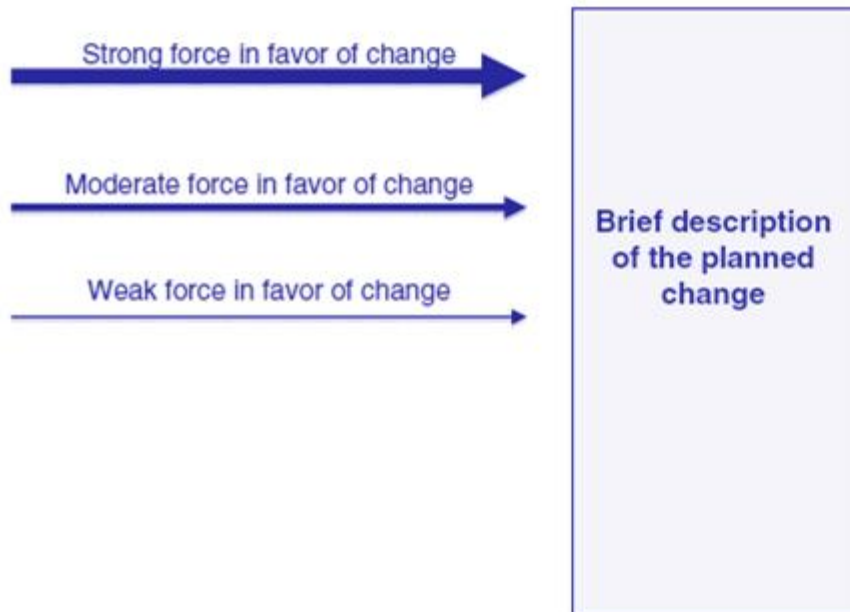
Introduce yourselves and discuss, have you:

- An organisational strategy for volunteering
- A regional or local strategy for volunteering

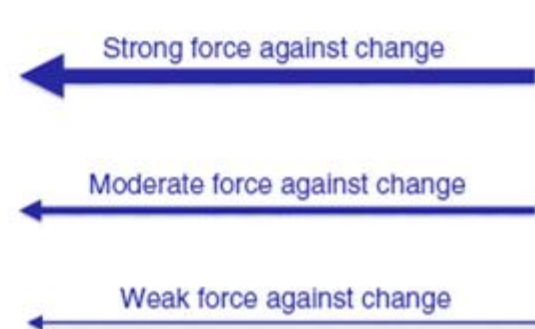
What are the barriers and drivers to developing strategy?

Force field Analysis

Driving Forces



Restraining Forces



Driving Forces

- A common goal – improving services and outcomes to better meet the needs of individuals
- Realistic and viable objectives
- Shared priorities
- A holistic approach
- Consistency in the people involved in the project – a sense of ownership
- Workloads that allow for sufficient time to be invested in the project
- A shared commitment
- Good communication
- Clear roles and responsibilities
- Clear governance framework – for example in relation to data sharing and confidentiality
- Good quality assurance approaches and improved understanding of each others' quality assurance processes and standards
- Transparency and openness
- Agreed actions and timescales
- A forum to discuss and progress volunteering

Restraining forces

- ← Time and resource constraints
- ← Potential conflict of goals – for example, service improvement vs reducing costs
- ← Different approaches to risk management and variances in risk appetite
- ← Lack of understanding around the roles of key players
- ← Actual or perceived red tape

What have we achieved in Tayside?

- A forum to meet
- Conduit and connector
- Practical Support
- Collaboration

Key Principles

Volunteering principles in person centred care

Fairness

Volunteers are treated fairly with robust policies in place to support this

Equality

Volunteering is open to all and demonstrates diversity

Inclusion

Volunteers feel part of their organisation and understand how their role fits in with the work of the team they volunteer with

Reimbursement

Out-of-pocket expenses are covered

Supporting and Developing

Volunteers are supported, invested in and have opportunities for personal development and access to training. Volunteers have a support worker or supervisor. This is adequately resourced and benefits the recipients of volunteering



Being valued

Volunteering contributions in terms of time, skill and impact are recognised. The contributions of volunteers are celebrated at the grass roots and at Board level

Realistic expectations/ appropriate roles

Expectations are realistic in terms of ability to recruit and retain volunteers and what are expected of them

Being effectively engaged

Volunteers are informed about areas they are working in and have influence

Safety

Volunteers are secure and supported in their working environment, physically and emotionally

Enriching

Volunteering is a resource that is unpaid, open and accessible and enriches the lives of individual human beings



Parkinson's Buddy Service

We are piloting a new peer support service that puts you in touch with a trained volunteer who has a similar experience of Parkinson's to you - someone who understands.

The service is for people with Parkinson's and carers.

You can use the service to talk about anything to do with Parkinson's.

This might be:

- personal experience of treatments
- ways of coping with Parkinson's
- hints and tips for caring for someone with Parkinson's

Our volunteers are also happy to help if you just want a good chat with someone in the same boat as you.

Many people have found that sharing experiences this way really helps them to find a good way to live with Parkinson's.



One Goal Many Voices Unlimited Potential

We are the national intermediary and network for voluntary health organisations in Scotland

Home | What we do | Health Topics | News & Blogs | Events | Get Involved | Search this website ...



You are here: Home / Messages and Learning / The Engagement Matrix



The Engagement Matrix

Search by Health Topic

Find latest news, blogs, events, resources and useful links by health topic:

-- select topic --

A volunteer story

- <https://www.youtube.com/watch?v=Gzt8wsMCO6w&feature=youtu.be>