

Volunteering Well: a blueprint for achieving the full potential of volunteering

Maggie Byers-Smith

Programme Manager Corporate Nursing, NHS Lothian

Identity
RightPlacement
StrategicDirection

EvidenceOfImpact LackOfInnovation
InadequateResources Engagement
Governance
Leadership
Inconsistencies
InductionTime
ClearRoles
LackOfSupport

NHS Lothian Volunteering Strategy 2018 – 2023

VOLUNTEERING WELL

'Volunteering is transformational:
for the volunteer, for the beneficiary
and for communities'.*



The vision for NHS Lothian volunteers is that

- Volunteers will enhance the experiences of people using the services of NHS Lothian and their unique perspectives on hospital life will help shape the care provided.
- Volunteers will have a personally rewarding experience and know that their contribution is valued and has made a difference.
- Our approach to volunteering will strengthen our contribution to the life of our local community.

Strategic objectives

1. Embed volunteer leadership at board and senior management levels
2. Establish a positive volunteering culture across NHS Lothian
3. Identify volunteering needs, now and into the future
4. Maximising the information recorded on the Volunteer Information System
5. Develop and implement a needs-based volunteer recruitment strategy
6. Standardise our volunteer learning and development protocols
7. Build a system of evaluation for Quality Improvement
8. Build a robust and sustainable funding and resource framework
9. Strengthen and build upon our partnership working
10. Gain a reputation for excellence in volunteering

What are we doing differently?

Secured additional resources to allow capacity to change

- Edinburgh Lothian Health Foundation
- Edinburgh Children's Hospital Charity
- Pears Foundation

New posts funded

- Head of Volunteering
- Youth Volunteer Service Manager
- Third sector Volunteer Service Manager
- Administrator

Youth Volunteer Service Manager

- Bespoke Young Volunteers Programme targeted at the 16 to 25 age group
- Activity teams, developed to support activity co-ordinators in Care of the Elderly units. Paired with local high schools (14 years +)
- #iWill campaign – Health champions & peer educators, co-producing services, supporting communities
- A visible Young Volunteers Programme will increase the interest in work experience (JET, Medic insight, Project SEARCH, Princes Trust etc.

TeamDevelopment

EvaluationStrategy

Hubs

CommunicationStrategy

StrategicImplementationGroup

ClearTimeframes

OperationalGroup

QualityImprovement

RecruitmentStrategy

NewPosts

Questions

