

# Volunteer Strategy 2019 - 2023

## Workplan

Updated 7.1.21

Priority	Action	Milestones	2020/ 2021	2021/ 2022	2022/ 2023	RUH Lead	Progress
Priority 1: An outstanding volunteering experience	Creating a culture where volunteers feel supported and valued by the teams they work in	Regular internal communications to promote effective volunteer integration into staff teams	✓			Lead for Patient and Carer Experience/Comms	
	Ensuring that all volunteers have clear job roles, and the induction, training, development and equipment they need to undertake the role	Develop job roles with RUH staff and volunteer organisations	✓	✓		Lead for Patient and Carer Experience/Volunteer organisations	
		Agree and roll out induction process for volunteers with volunteer organisations	✓			Friends of the RUH/Widening Participation team	
		Review volunteer equipment usage			✓	Friends of the RUH	
	Offering all volunteers an annual review to identify areas for improvement	Introduce annual review process with volunteer organisations		✓		Lead for Patient and Carer Experience	
	Supporting volunteers to access training and development opportunities through the Trust			✓		Widening Participation Team/ HR Business Partner	
	Working with volunteers to help them share their knowledge about patient experience, by supporting volunteers to take part in our <i>Improving Together</i> approach to quality improvement	Develop links between volunteer organisations and <i>Improving Together</i> , encouraging volunteers to attend/raise issues through improvement huddles			✓	Lead for Patient and Carer Experience/Programme Lead for <i>Improving Together</i>	
	Improving the information shared with volunteers about the Trust, so volunteers can be advocates for the Trust and have the knowledge they need to do their role well.	Establish processes for fully incorporating volunteers into internal staff communications	✓			Comms team/Lead for Patient & Carer Experience	
	Developing a regular volunteer experience survey			✓		Lead for Patient and Carer Experience/ HR Business Partner	
With our partner volunteer organisations, achieve Investing in Volunteers accreditation				✓	Lead for Patient and Carer Experience/Volunteer organisations		
Priority 2: Develop new roles in key services where volunteers can enhance patient and staff experience	Proactively identifying and targeting services where volunteers could have the biggest impact on the experience of our patients and volunteers.	Review current job roles - test in a small number of areas	✓			Volunteer Support and Development Advisor/Friends of the RUH	
		Pilot job role development in multiple areas to test approach	✓			Volunteer Support and Development Advisor	
	Expanding the number of volunteers in critical areas; develop job role, identify demand for the role, develop advertising/marketing strategy, work with volunteer organisations to fill the role, review impact after 6 months	Volunteer welcome guides to welcome patients and visitors, and to offer directions/travel support	✓			Volunteer Support and Development Advisor	
		Dementia volunteers/roles to support inpatients socialising and undertaking activities while in hospital	✓				
		Emergency Department/MAU support volunteers/Patient FLOW support roles	✓				
		Ward volunteers	✓				
		Breast-feeding peer support volunteer	✓				
		Estates volunteers	✓				
		Discharge Hub	✓				
		Spiritual Care Centre	✓				
Developing a skills matching service, so volunteers with specialist skills, for example hairdressing or language skills, are able to use them where most needed.	Develop links between volunteer organisations and <i>Improving Together</i> , encouraging volunteers to attend/raise issues through improvement huddles			✓	Lead for Patient and Carer Experience/ Programme Lead for <i>Improving Together</i>		
Priority 3: Increase the number and diversity of our volunteer team	Providing clear, engaging information about volunteer roles in a variety of locations, so we proactively reach potential volunteers	Annual general recruitment campaign for volunteers	✓			Friends of the RUH/Volunteer organisations	
	Ensuring that the recruitment process for volunteers is welcoming, easy to use, inclusive and effective	Specific recruitment campaign at targeted groups completed as necessary -	✓			Lead for Patient and Carer Experience/ HR Business Partner/ Volunteer organisations	
	Developing a new internship programme, designed to support younger volunteers who are considering a career in the NHS	Targeted to 'volunteers' wishing to follow a career in the NHS		✓		Lead for Patient and Carer Experience/ Widening Participation Lead/Volunteer organisations	
	Working with colleges, universities, schools and the Job Centre to promote volunteering opportunities for young people	Continue to support the Schools Ambassador Programme Establish Mentoring Circles for young people aged 18-25 in partnership with the Job Centre.			✓	Widening Participation Lead/Friends of the RUH Lead for Patient and Carer Experience/ Widening Participation Lead	
	Developing a programme for corporate volunteers, who may only be able to donate a day's support to the RUH			✓		Lead for Patient and Carer Experience/Head of Forever Friends Appeal	
	Creating a reward and recognition scheme for all RUH volunteers				✓	Volunteer Support and Development Advisor	
	Implementing a process to capture information on the protected characteristics of our volunteers, to help us identify areas for improvement		✓			Volunteer Support and Development Advisor/ HR Business Partner	
Priority 4: Setting an ambitious future direction for volunteers at the RUH	Celebrating the contribution volunteers make to the lives of our patients, carers, visitors and staff	Develop celebration, information sharing and relationship building event to coincide with Volunteers Week annually	✓			Lead for Patient and Carer Experience	
	Ensuring strong working relationships with volunteer organisations, underpinned by clear agreements which set out how we ensure good governance of volunteer activities, and ensure equitable support and access for all volunteers			✓		Lead for Patient and Carer Experience	
	Setting up a Volunteers Steering Group, chaired by our Director of Nursing and Midwifery and reporting to our People Committee, to drive the implementation of this strategy.		✓			Lead for Patient and Carer Experience	
	Undertaking research in to the impact that volunteers have on our patients, carers and staff and evaluate benefits				✓	Lead for Patient and Carer Experience/Research team	
Creating a culture where volunteers are considered alongside patients, cares and staff in the Trust's decision-making		✓	✓	✓	Lead for Patient and Carer Experience		