

Volunteer to Career Project

Friends of Moorfields Hospital NHS Foundation Trust

Evaluation Findings - June 2023

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Introduction

- The Volunteer to Career (VtC) programme is designed to support volunteers to pursue a career in health and care and Helpforce has worked alongside several NHS Trusts to set up and implement volunteering projects which incorporate career pathways for volunteers.

The VtC programme has been designed to support organisation improvement across three key strategic components identified as essential to achieving systemic change:

- **Clinical/Health and Care Leadership** - Developing a network of senior clinical/health and care leaders to harness their expertise to positively influence wider effective engagement, and ultimately adoption of, VtC projects.
 - **Environment & Culture** - utilise best practices to raise the value of the volunteer workforce in the health and care environment to enhance the likelihood of volunteers wanting to adopt a career in health and care.
 - **Volunteer to Career Pathways** - Develop innovative and impactful volunteer roles and career pathways, linked to local recruitment needs, to encourage/ enable volunteers to use this as a route to a career in the NHS.
- The Friends of Moorfields Hospital NHS Foundation Trust run clinical and non-clinical volunteering roles as part of the programme, one example of these roles was a Theatre (Hand Holding) and Pharmacy volunteering role.

- The evaluation sought to answer three key questions: what was the impact of the VtC programme on:
 - Corporate behaviours towards volunteering
 - Enabling individual volunteers to progress towards a career in health and care
 - The attitudes of front-line staff towards volunteer services



Evaluation approach

Data Collection Mechanisms

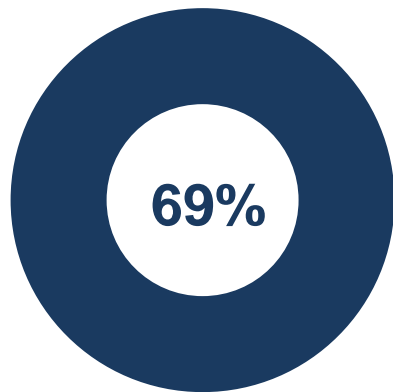
- A **'VtC Self Assessment Tool' (referred to as SAT)** was completed by the project's clinical / health and care lead at the start and then again near the end of their project. The tool measures the organisation against a series of identified categories and questions associated with their volunteering strategy. Also, as part of the SAT, volunteers and staff are invited to complete some additional feedback surveys to provide insight into their perceptions of organisational change.
- **Volunteer surveys** were designed to capture data around the volunteers' level of interest in a health/care career, how they are finding their volunteer role and the VtC programme. The surveys were completed two times; both at the beginning of their volunteering and at a later period. In the Friends of Moorfields Hospital NHS Foundation Trust, **22 volunteers** completed the volunteer survey at the start of their role and at a later date.
- **Staff surveys** were completed at the start and near the end of the VtC project (referred to as pre and post surveys). In the organisation, **18 staff members** completed the pre survey and **23 staff** completed the post survey.



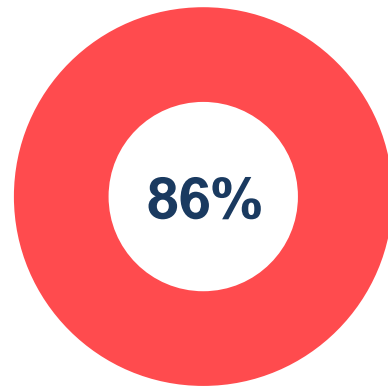
Evaluation Findings - Organisation

What is the impact of the Volunteer to Career programme on corporate behaviours towards volunteering?

First SAT Overall Score

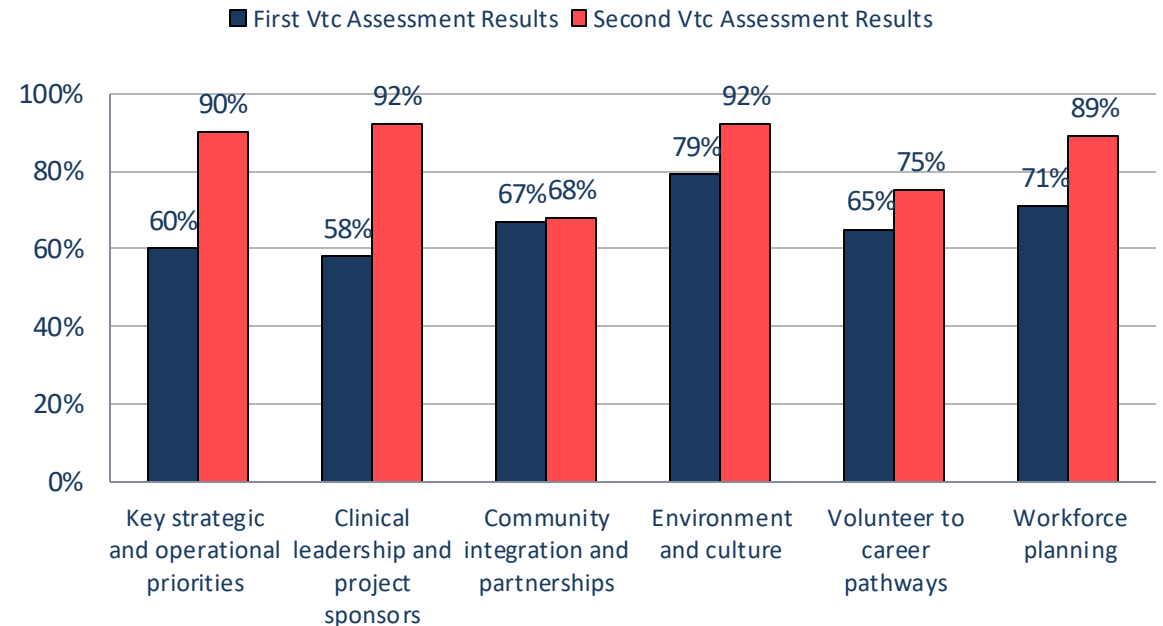


Second SAT Overall Score



- After completing the VtC programme, the Friends of Moorfields Hospital NHS Foundation Trust has shown an **increase in the overall SAT score, improving from 69% to 86%**. Similar to the positive change in the overall SAT score result, **we have observed an improvement** in the scores for **all the six elements of organisational improvement for volunteering**.

First and Second SAT Scores Overview



Evaluation Findings - Volunteers



- As part of the VtC programme, six volunteer to career support plans were in place and 16 volunteer to career support sessions were delivered.
- Through the VtC programme and the career support provided, volunteers applied for 70 jobs and attended 28 interviews.
- These applications resulted in seven volunteers securing jobs in the NHS, including roles such as **Finance Officer, Healthcare Assistant, Booking Centre Admin, Paediatric Clinic Administrator, Clinic Administrator** and one volunteer securing employment in other sectors. Further, 10 volunteers secured further education / training courses, including **Orthoptics BMedSci, Masters in Neurosciences, BSc Medicine and Level 6 Health and Social Sciences.**



"I found the hospital to have a very welcoming and inclusive culture. During my time there, I learned about safeguarding, and how to support patients who might be frightened or visiting the hospital alone.

There are stereotypes that are challenged, and I got to meet people with different eye conditions and learn more about their experiences and how other people have reacted to them.

I now get to work with clinical psychologists and psychotherapists, but if it wasn't for the Volunteer to Career programme and the team at Friends of Moorfields, I probably would not have got the job."

Bleona – VtC volunteer



*Bleona's story is yet another **superb example of the benefits of Helpforce's Volunteer to Career programme.** So many dedicated volunteers have been able to lend their support to the trust while **growing skills and experience invaluable to a career in healthcare.** We are deeply grateful to all the work our volunteers do to improve the patient experience at Moorfields and would **certainly recommend the programme to anyone interested in joining the NHS.**"*

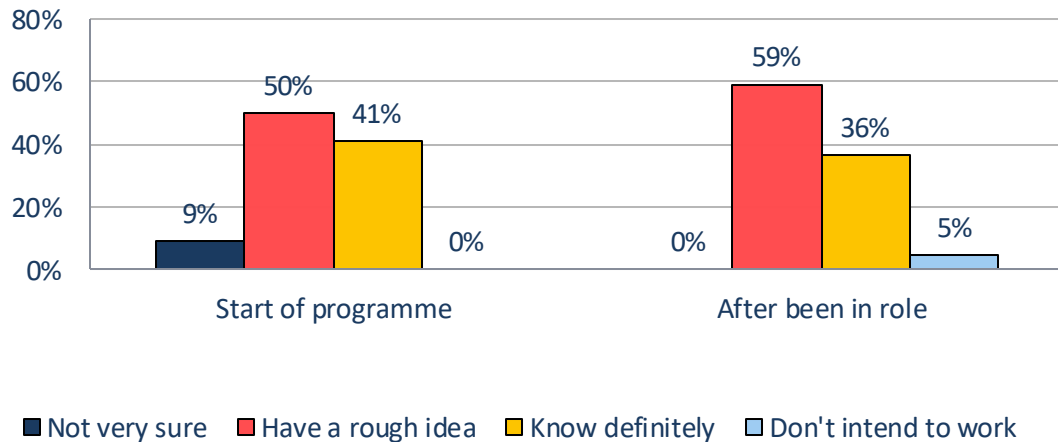
Martin Kuper – CEO of Moorfields Eye Hospital

Evaluation Findings - Volunteers



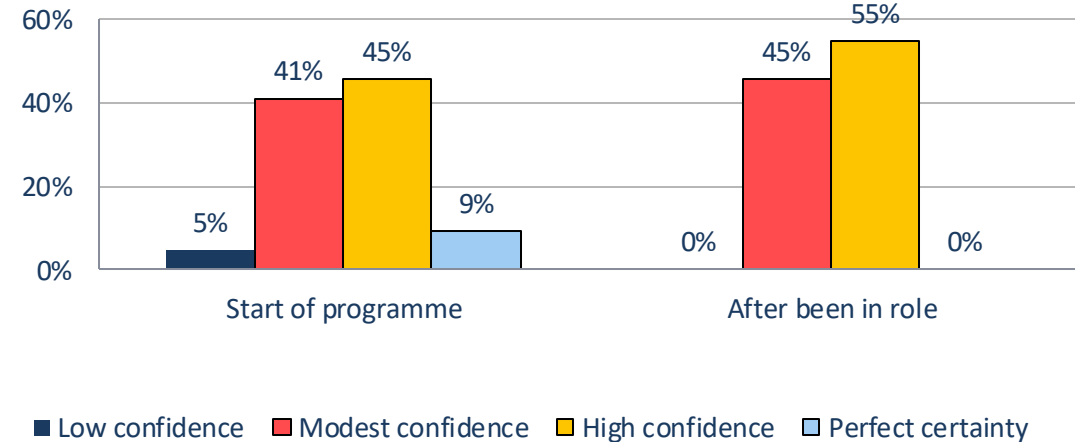
Ambitions for working life over the next 5 years

n=22



Confidence in career ambitions

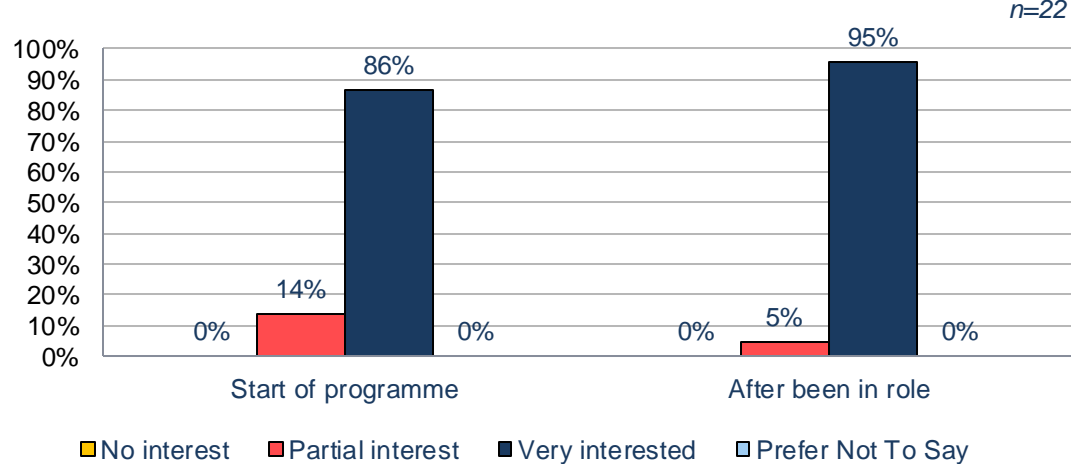
n=22



Evaluation Findings - Volunteers

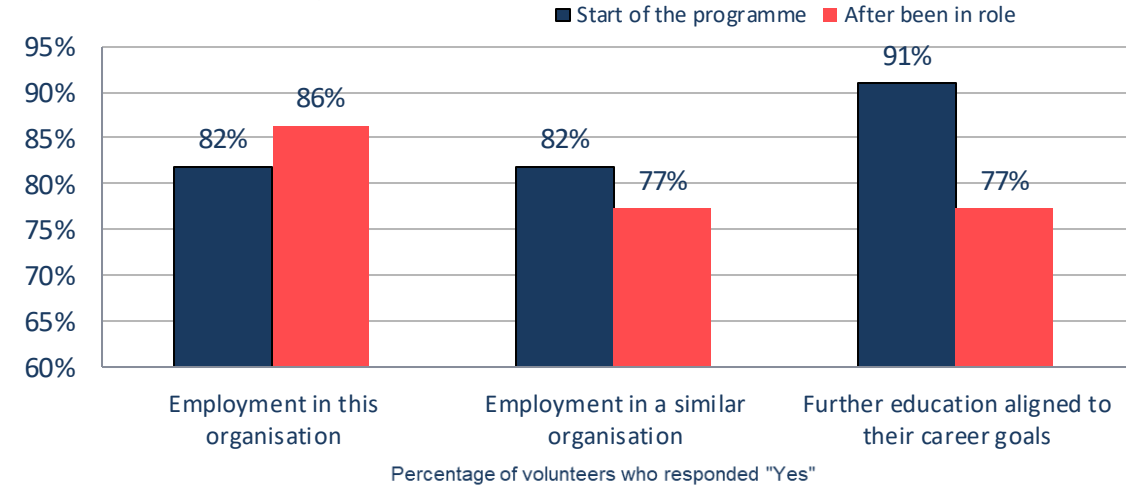


Level of interest in NHS or social care career *n=22*



- Volunteers were also asked about their hopes if they wished their volunteering role would result in certain outcomes related to their careers, future education, and training. Volunteers reported...

Hopes that volunteering role will lead to... *n=22*



Evaluation Findings - Staff Members

What is the impact of the Volunteer to Career programme on front line staff members' view of volunteer services?



 "I usually see volunteers during my surgical sessions. They make sure the patient is more relaxed, they chat with them, hold their hand during the surgery. I feel they make a significant difference in the patient's experience through the hospital."
Staff member

 "The volunteers I work with are exceptional, they give 100% and are so helpful and caring to our patients. They help the staff when busy and reduce the workload by providing such care to the patients."
Staff member

 "Their support allows my team and myself deliver a much higher level of service."
Staff member

 "They are a joy to work with and improve the service that I provide for others."
Staff member

Testimonials



“Being part of the ‘Volunteer to Career’ programme has elevated the status of the volunteer service at Moorfields. We have engaged with the Workforce team in ways we did not before, including having fortnightly meetings with the Associate Director of HR Operations about the project. The trust has increased its capacity in their recruitment team; and developed a process specifically for onboarding volunteers into paid roles more efficiently. The Learning and Development team have designed and delivered an ‘Application and Interview Skills’ training course specifically for volunteers looking to apply for paid roles.

The project has also received a lot of interest and support at Executive level. I was invited to give a presentation to the trust’s board about this, and at the Chief Executive’s monthly all staff briefing attended by over 150 colleagues. The result of this is that we are being approached by different departments wanting to engage with volunteers and develop new volunteer roles.

Being able to talk about volunteering as a steppingstone to a career in the NHS has also led us to present at 15 local schools, colleges and universities generating more than 100 volunteer applications.”

Angela Smith - Chief Executive of Friends of Moorfields



“The volunteers that have been assisting us in Pharmacy have been immensely beneficial to the service we provide our patients. We have had many volunteers come through the department from every type of background and age group and they have all been helpful, kind and more than willing to learn. They free up our pharmacy staff to be able to perform other critical and clinical tasks which allow us to focus on the most important part of our service – patients and their safety when using medication. They have been an excellent addition to the team, and we couldn’t be more grateful. Thank you to all past, current, and future volunteers who generously give up their time to help make the patient experience the best it can be.”

Stuart James Cook - Senior Pharmacy Technician Pharmacy Department at Moorfields Eye Hospital NHS Foundation Trust



“Volunteers have been an integral part of the Pharmacy department over the last few difficult years and still continue to support us. They show enthusiasm, hard work and above all kindness. I can’t thank the volunteers enough for everything they have and continue to do for our department. I want them to know we value and appreciate them and consider them as part our team”

Muna Abdullahi - Lead Pharmacy Technician in Clinical Services & Operations Pharmacy Department at Moorfields Eye Hospital NHS Foundation Trust

Next Steps

Following the implementation of the VtC programme, the next steps in the organisation have been outlined below. These will include:

- Offering the VtC pathway to all volunteers at the point of application and recruitment, including it as an integral part of the Friends Volunteer Service.
- Sharing any learning and development opportunities with volunteers on the VTC pathway, such as interview skills workshops, training opportunities and recruitment drives/apprenticeships that the Trust are offering.
- Exploring new roles that would benefit volunteers on the pathway, tailoring their volunteering to their individual career goals.
- Continuing to engage senior service leads and the executive team to maintain support and recognition for the pathway.
- Promoting volunteering in general, and specifically VTC globally through the World Association of Eye Hospitals, including giving a presentation at their annual conference in Melbourne, Australia.
- Continuing to support, monitor and record activity from last VtC cohort as they move on with their career.

helpforce

Thank you

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