



Guy's and St Thomas'
NHS Foundation Trust

Volunteer to Career Project

Guy's and St Thomas' 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 Guy's and St Thomas' NHS Foundation Trust run a Patient and Staff Enhancement (PASE) volunteering role as part of the programme.

- 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

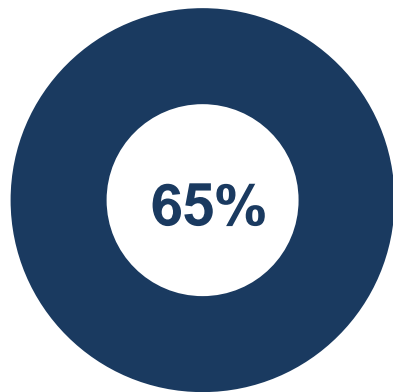
- A **'VtC Self Assessment Tool' (referred to as SAT)** was completed by the project's clinical / health and care lead at the start and then again near the end of their project. The tool measures the organisation against a series of identified categories and questions associated with their volunteering 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 Guy's and St Thomas' NHS Foundation Trust, **eight 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, **36 staff members** completed the pre survey and **13 staff** completed the post survey.



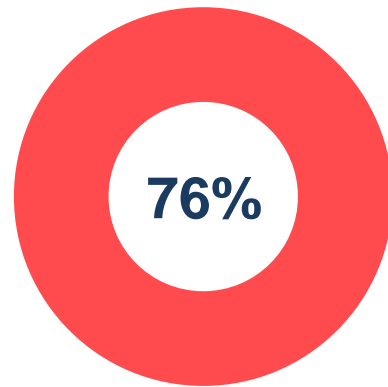
Evaluation Findings - Organisation

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

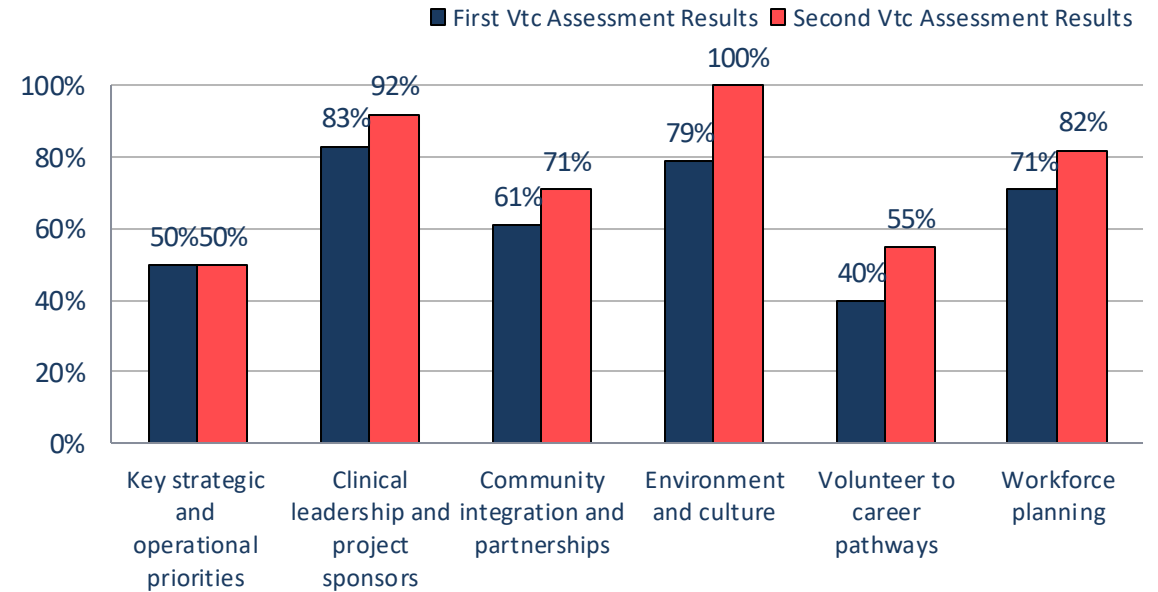
First SAT Overall Score



Second SAT Overall Score



First and Second SAT Scores Overview



- After completing the VtC programme, the Guy's and St Thomas' NHS Foundation Trust has shown an **increase in the overall SAT score, improving from 65% to 76%**. Similar to the positive change in the overall SAT score result, **we have observed an improvement in the scores for the five elements of organisational improvement for volunteering.**

Evaluation Findings - Volunteers


3
volunteers have taken up employment in the NHS


1
volunteer secured further education or training related to health & care

- As part of the VtC programme, three volunteer to career support plans were in place and eight volunteer to career support sessions were delivered.
- Through the VtC programme and the career support provided, volunteers applied for 44 jobs and attended 12 interviews.
- These applications resulted in three volunteers securing jobs in the NHS, including **Patient Pathway Facilitator** and **Genomics Pathway Coordinator** roles and one volunteer securing further education / training course in **Cancer Medicine (MSc)**.



“I’ve started a couple weeks ago as a Patient Pathway Administrator (Band 3) in the prostate cancer admin team in the Urology centre at Guy’s. We’ve actually got a girl in the clinic, Tia, who I believe is from PASE (judging from her uniform t-shirt), maybe you know her.

My main job is booking patients in for MRIs; so when I interviewed, they really appreciated me having had exposure to speaking to patients during volunteering because a lot of my job is offering patients appointments face-to-face during clinic hours, or over the phone.

So I’m really grateful for that, and it’s a good example obviously of how doing PASE can help with pivoting into an NHS role.”

VtC volunteer



“It had given the confidence to get back into work. Very grateful.”

VtC volunteer



“The volunteering opportunity was personalised towards my career interests and has supported my application for opportunities within the Trust.”

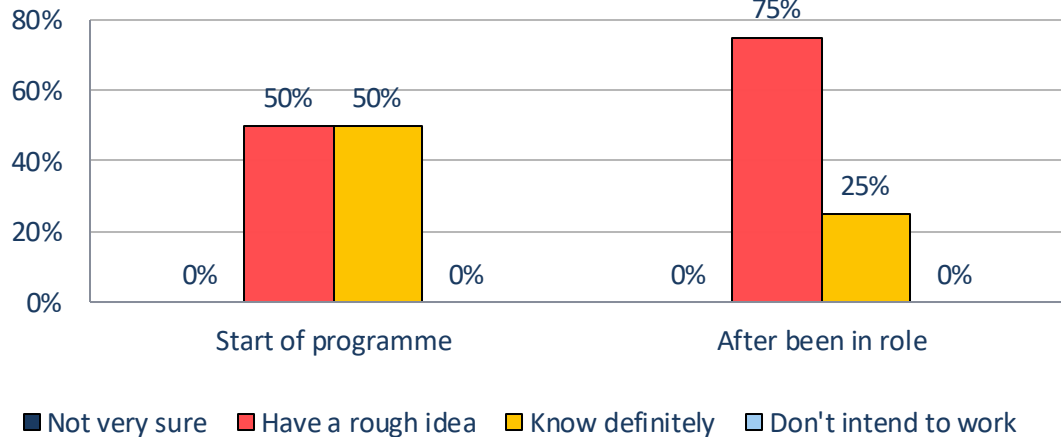
VtC volunteer

Evaluation Findings - Volunteers



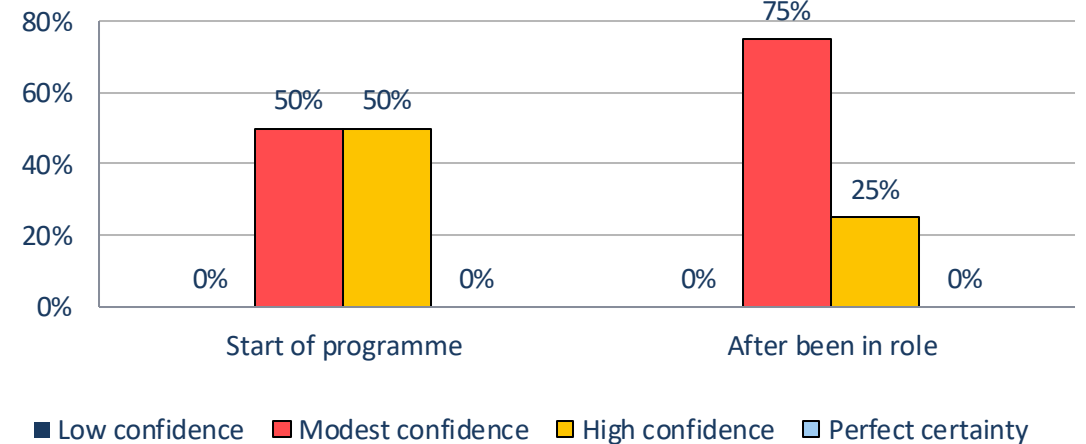
Ambitions for working life over the next 5 years

n=8

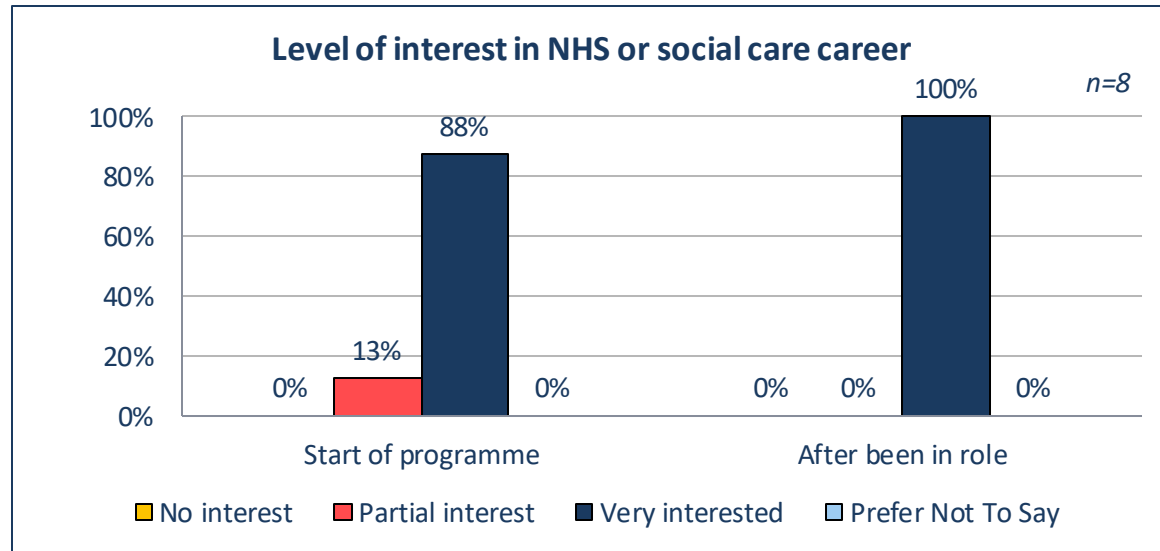


Confidence in career ambitions

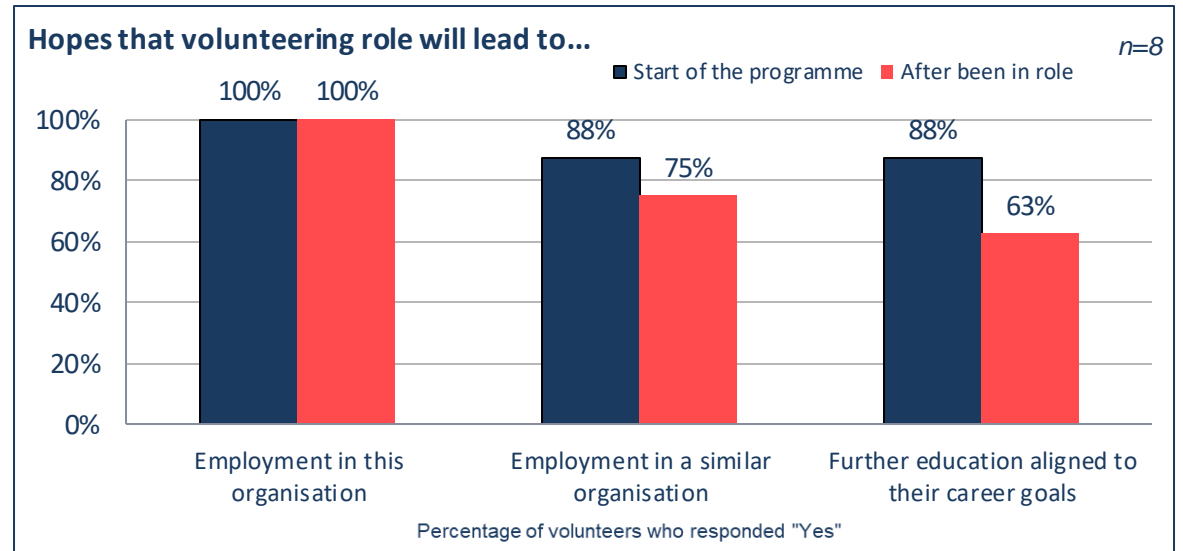
n=8



Evaluation Findings - Volunteers



- 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...



Evaluation Findings - Staff Members

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



 "It is always a delight when someone like the volunteer is **considering having a career in healthcare**. The volunteer is also in the right place to **have the support to gain knowledge, skills and experience to enable her transition in the industry.**"
Staff member

 "I know that the volunteer is really doing well on the ward and that is mixed well with the team and for patients."
Clinical Lead - Department Haematology

 "Thanks for all your support in facilitating the volunteer for outpatients, the volunteer was a great asset to the patients and the department. It has been a pleasure working with you."
Department Lead - Paediatric Outpatients

 "Great asset to the team and very compassionate."
Staff member

helpforce

Thank you

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