



Volunteer to Career Project Chelsea and Westminster Hospital NHS Foundation Trust

Evaluation Findings - June 2023

Contents

Introduction	3
Evaluation approach	4
Evaluation findings	5



Introduction

- The Volunteer to Career (VtC) programme is designed to support volunteers to pursue a career in health and care. Funded by the Burdett Trust for Nursing, 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 Chelsea and Westminster Hospital NHS Foundation Trust run Responder (patient journey, front of house, mainly outpatient clinic, radiology, and discharge lounge) and Ward Helper (mealtime/befriender/bedmaking) volunteering roles on adult inpatient wards.
- It is important to note the short duration of the VtC programme, **which was only six months**, yet still achieved volunteer outcomes. However, implementing the program for a longer period would have resulted in significantly higher volunteer outcomes.

- 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

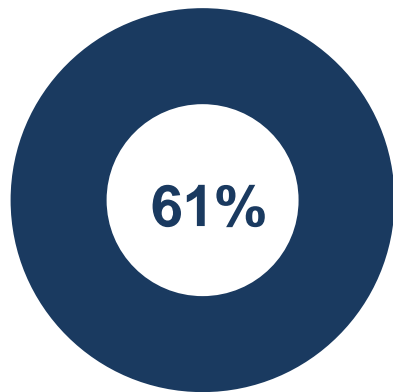
- A **'VtC Self Assessment Tool' (referred to as SAT)** was completed by the project's clinical / health and care lead at the start and then again near the end of their project. The tool measures the organisation against a series of identified categories and questions associated with their volunteering 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 Chelsea and Westminster Hospital NHS Foundation Trust, **five 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, **15 staff members** completed the pre survey and **11 staff** completed the post survey.



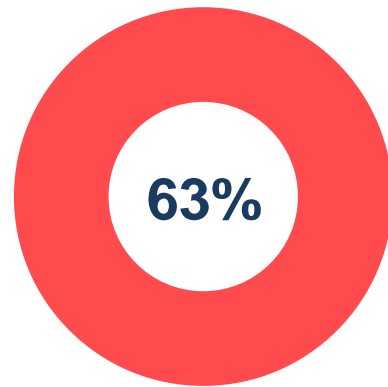
Evaluation Findings - Organisation

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

First SAT Overall Score

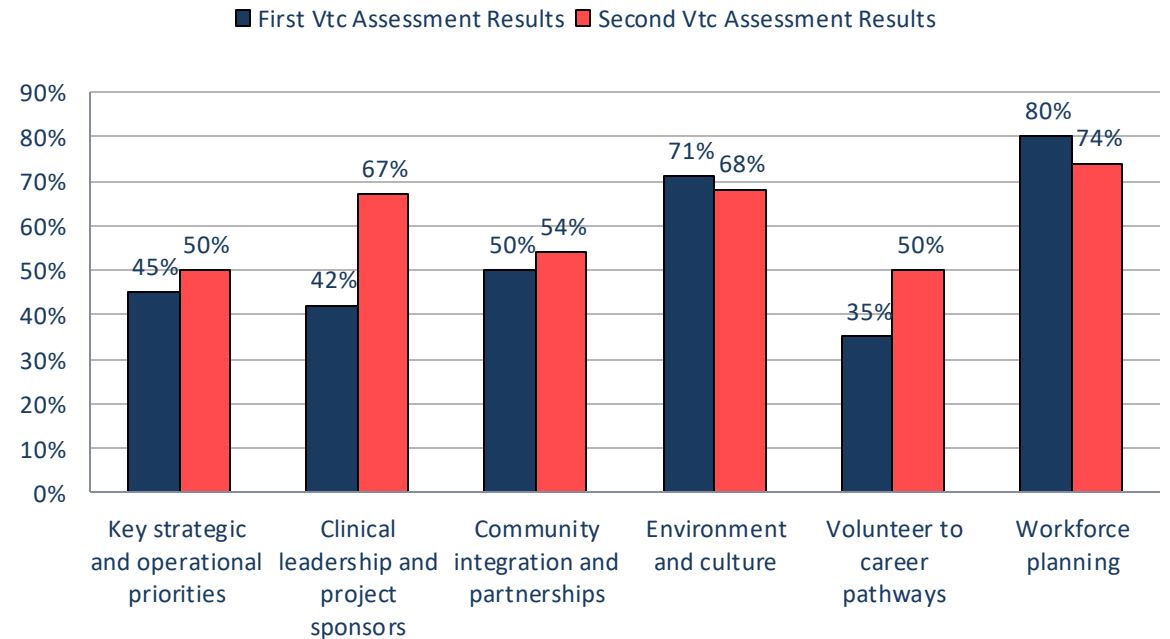


Second SAT Overall Score



- After completing the VtC programme, the Chelsea and Westminster Hospital NHS Foundation Trust has shown a slight increase in the overall SAT score, improving from 61% to 63%. Regarding the six elements of organisational improvement for volunteering, **we have observed an improvement in four elements** after the VtC.

First and Second SAT Scores Overview



Evaluation Findings - Volunteers



5

volunteer have taken up employment in the NHS



1

volunteer secured further education or training related to health & care

- As part of the VtC programme, five volunteer to career support plans were in place and nine volunteer to career support sessions were delivered.
- Through the VtC programme and the career support provided, volunteers applied for five jobs and attended eight interviews.
- These applications resulted in five volunteers securing jobs in the NHS, including **Healthcare Assistant (Apprenticeship to Nursing Associate)** role and one volunteer securing **Nursing Degree** at Open University.

Suzana's Story

In February 2023, West Middlesex volunteer Suzana successfully secured a paid Healthcare Assistant role on a route to an apprenticeship to become a Nursing Associate.

Suzana gained a diploma as a general nurse 15 years ago in Albania. She had not worked in healthcare since she moved to the UK. She had explored getting a Nursing and Midwifery Council registration so she could practice in the UK, but she had not been successful at passing the IELTS (the professional English language assessment).

She had a full-time role as a Sales Assistant in retail and volunteering as a ward helper on AMU at West Middlesex was the first step back towards healthcare. Suzana volunteered for over 85 hours over 8 months and was well-liked and respected by the ward team and by other volunteers. We wish her the very best as a paid member of the Trust team!

Suzana says: "I highly recommend volunteering to everyone, it's fun and rewarding. Thank you so much to the volunteering team, you have no idea how helpful you are, not only for me, but I'm sure you have guided many other volunteers in the direction they wanted to follow. Looking forward to starting my new role."



Volunteer Stories

Sana's Story

Sana started volunteering at West Middlesex in February 2021, aged 17, and has since logged over 270 hours of volunteering. Despite initially being quite shy, she used volunteering to build her confidence and resilience, and to gain frontline hospital experience, as she wanted to get into a healthcare career. Now, as a 20-year-old, she has demonstrated the grit and determination to pursue her dreams and has just successfully applied for a job as a Paediatric Healthcare Assistant at Chelsea.

Sana says: "I didn't expect to get it but I'm really happy. I stopped job hunting for a while because I kept getting rejected, but then I decided to go for this role because I am interested in paediatrics. I am excited about it as it's my first actual job. I thought my first job would be retail or something, but I was determined to hold out for a job at the hospital so I'm delighted. I was so shy when I started volunteering but that has changed drastically. It's easier for me to communicate to people in public. Before, I really struggled to talk to new people."

Sana has demonstrated how volunteering can be transformative both for our patients and for our volunteers, and we wish her all the very best in her paid role with us.



Weini's Story

In February 2023 Weini successfully moved from a volunteering role into a paid apprenticeship role at the Trust. Weini started volunteering in July 2021 on Syon Ward as a ward helper. In addition to volunteering, she worked at a local independent living centre. She volunteered at the weekend because she worked fulltime.

Weini says: "Volunteering exceeded my expectations in every way. I loved being part of a team and communicating with the catering staff, nurses and Healthcare Assistants. The patients were always so appreciative of my volunteering, and I felt proud to be wearing my volunteering uniform. I will never forget my volunteering experience as it's the best thing I have ever done."

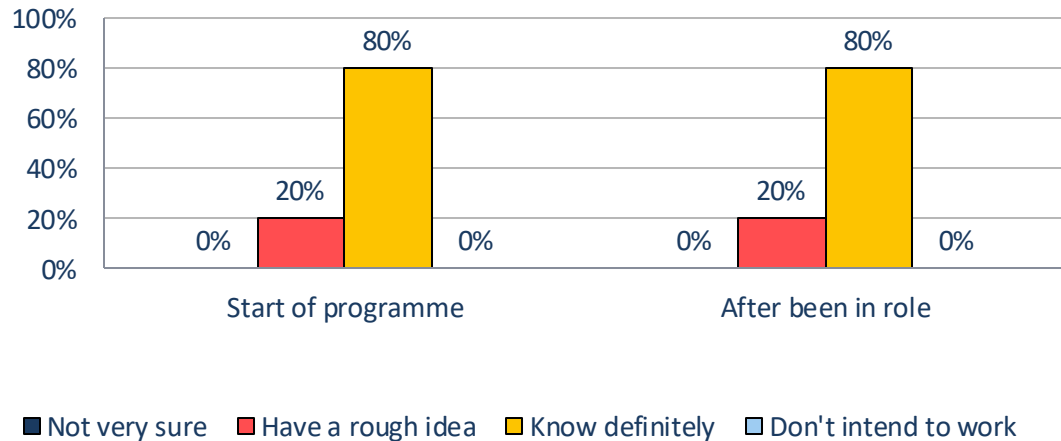
"The Volunteering Services team contacted me to ask if I was interested in working in the NHS. I said I wanted to work as a full time Healthcare Assistant. Volunteering Services put me in touch with the nursing recruitment team who gave me career advice and invited me to apply for a Healthcare Support Worker Apprenticeship role. I am so happy I was accepted on the apprenticeship and can't wait to get started. I know it will be a lot of work, but this is the start of a new career for me, and I am so excited."

Evaluation Findings - Volunteers



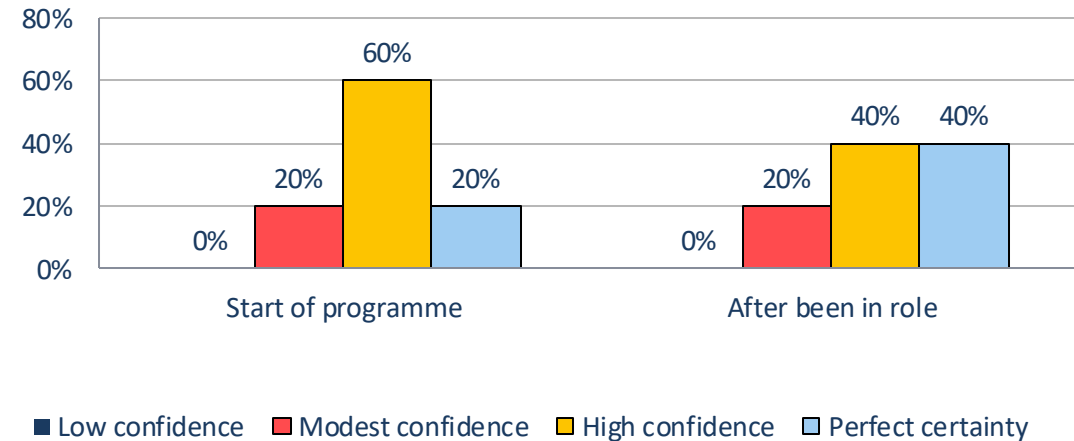
Ambitions for working life over the next 5 years

n=5

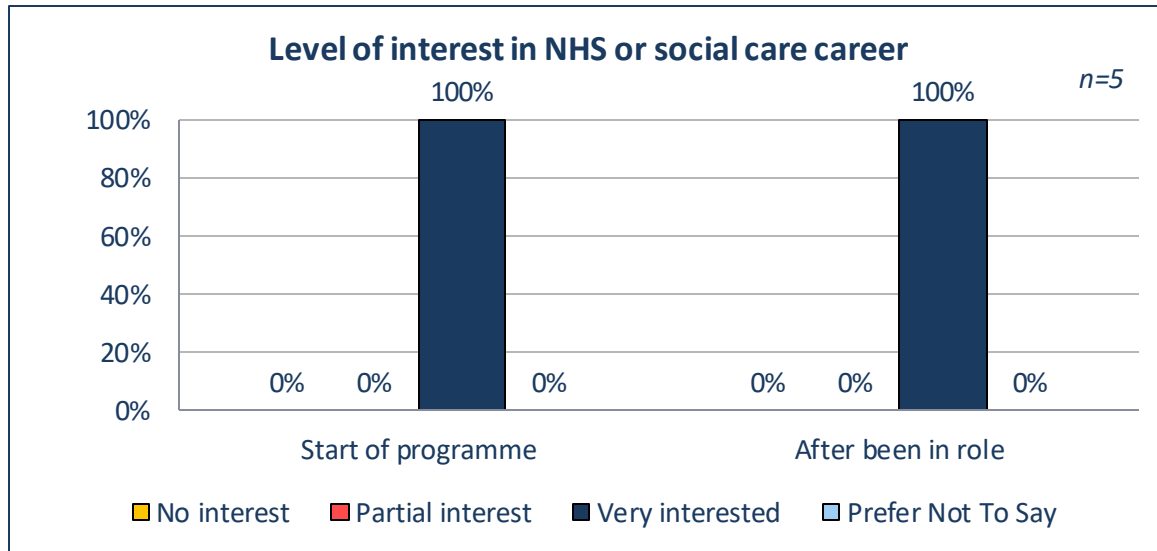


Confidence in career ambitions

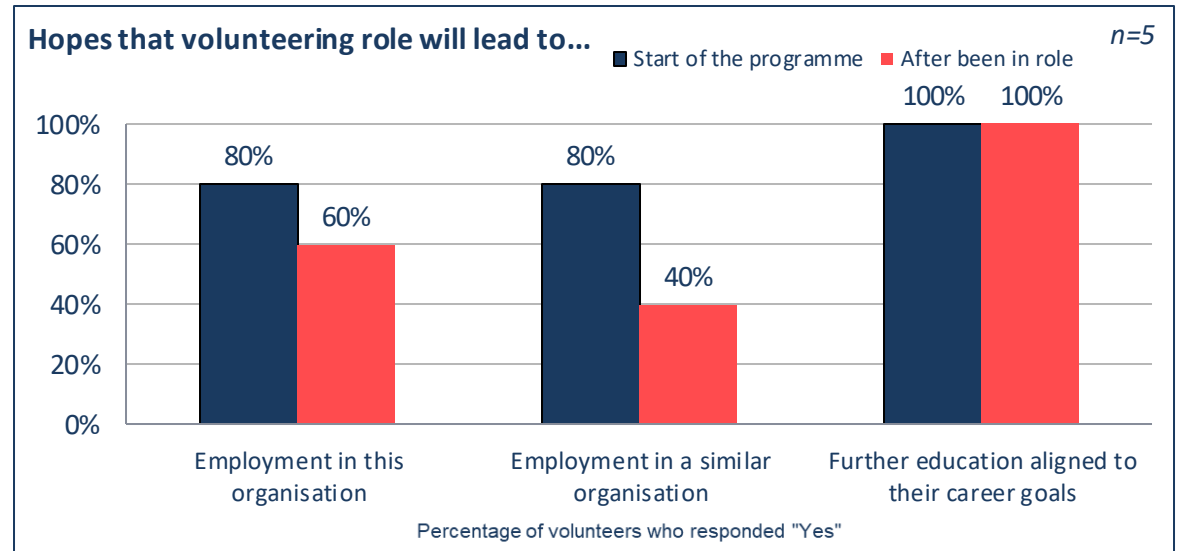
n=5



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?



 "I am constantly blown away by the level of commitment, dedication and willingness to help support our patients and staff - it is humbling to work alongside our volunteer teams."

Staff member

 "We simply couldn't run our hospital without our volunteer team, they are integral to everything we do at the Trust and are highly valued by patients and staff alike."

Staff member

 "I cannot express how helpful all the volunteers have been and really could not do without them and the support they provide."

Staff member

 "I have been repeatedly impressed with their hard work and dedication."

Staff member

helpforce

Thank you

help@helpforce.community
www.helpforce.community