

# **A future for volunteering in healthcare?**

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**The ongoing  
need for  
volunteers  
is critical in  
many areas  
to support  
healthcare**

- Loneliness & Isolation
- Vulnerability
- Psychological distress
- Vaccination volunteers
- Recovery of Services

# National Profile of Volunteering

## Key workers

an employee [**volunteer**] who provides a vital service, especially in the police, health, or education sectors

Volunteers recognised for their contribution and mentioned in various streams of the media alongside NHS staff and other key worker roles

# Examples of Innovative volunteering solutions

**NHS Responders** - Three quarters of a million people applied to be an NHS Volunteer Responder within 48 hours of launch

- Nearly 750,000 people were accepted
- Responders were not asked to do a regular shift but to undertake single tasks
- More people can fit volunteering around existing commitments

# Volunteer Opportunities

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PPE deliveries

PPE Craft Volunteers – Scrubs, Masks, Visors

Volunteer Drivers

Temperature & Screening Check Volunteers

Meet & Greet

Vaccination Volunteers

Bleep Volunteering

Staff Wellbeing Volunteers

Letters to Loved Ones

Befriending

# **Limiting barriers to involvement during the pandemic?**

- **Data Protection**
- **Disclosure & Barring Services**
- **Occupational Health Checks**

# Impact of relaxed approaches

- Enabling Remote Recruitment
- Reducing recruitment times
- Reducing staff time
- Increasing volunteer support
- Ability to respond to the needs of the organisation

Will volunteer involving organisations return to old ways of working? or has COVID\_19 escalated change and reduced levels of bureaucracy for good?

# **Virtual Volunteer Management**

**COVID\_19 Forced changes in the use of technology in volunteering that previously may have not been achievable**

**Virtual technology has fulfilled a purpose and has its place in volunteering, but can it replace the human element and connection that volunteering brings?**



# Approaches to Volunteering



Online volunteering

Micro-Volunteering

Support to local,  
community-level  
volunteers

Remote volunteer  
opportunities

Volunteer Passports

## Volunteer Demographic

Many more people came forward to offer their time as volunteers to support healthcare

The response to Covid\_19 attracted people who previously may not have been able to engage in volunteering activities, recruitment targeted and encouraged volunteers outside of the vulnerable categories, furloughed staff and students whose educational plans had been disrupted

# Legacy - COVID\_19

To find ways to engage more volunteers more regularly in support of greater health and wellbeing, where organisations see volunteers as more than a resource, realise the impact, invest in capacity, capability and flexibility of volunteering as well as the needs of volunteers themselves