



Gaining Buy In / Getting Staff onboard

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ANHSFT / BTHFT

2 programmes completed

Health visiting April 2021-April 2022

Allied Health Professions - across 3 NHS Trusts at Place in Bradford April
2022-2023

Staff Perceptions

- ▶ • What were staff perceptions like prior to the VTC programme?

Dangerous to allow volunteers to help , Challenging, Worried what if they made a mistake, Some staff were not interested at all

- ▶ • How did staff respond during implementation and delivery of the programme? Was there resistance?

No resistance during the delivery stage, a lot of time spent planning before implementing.

- ▶ • How did you navigate staff involvement and gain their buy-in to the programme?

Started with staff who already trusted me.

Met with new staff and got them to know, like and trust me.

Offering them help, be practically useful.

Reassure them support and no extra work.

Explain about recruitment process and training of volunteers.

- ▶ • How did good governance and a steering group support with this? Who was sat on the steering group?

Senior leaders, team leaders, HR, Recruitment, my manager, all the people that I need permission from to go ahead. Grow as you go include new people along the way.

- ▶ • Any challenges you faced and how you mitigated these?

Mainly infection prevention and social distancing, completed risk assessments. More interest than able to support.

Volunteer getting a job and not completing 6 months, ask for minimum commitment 6 months.

• What does the current volunteering agenda look like at BDC and has there been a shift in staff championing volunteers?

- ▶ 5 volunteer service coordinator - children's, therapeutic volunteer services Airedale and Lingfield Mount, community mental health team and no clinical.
- ▶ The second Volunteer to Career project with AHP at Place, this led to BDCFT recruiting volunteers and placing them at BTHFT and ANHSFT - a breakthrough for volunteer portability.
- ▶ A 3rd Volunteer to Career project in Bradford - working with Act as One and the Best 1001 days programme to support midwifery recruitment.
- ▶ More services are wanting to invest in volunteering including district nursing and administration in the future.
- ▶ Volunteering is getting a lot of interest and I have seen this increase in the last few years.

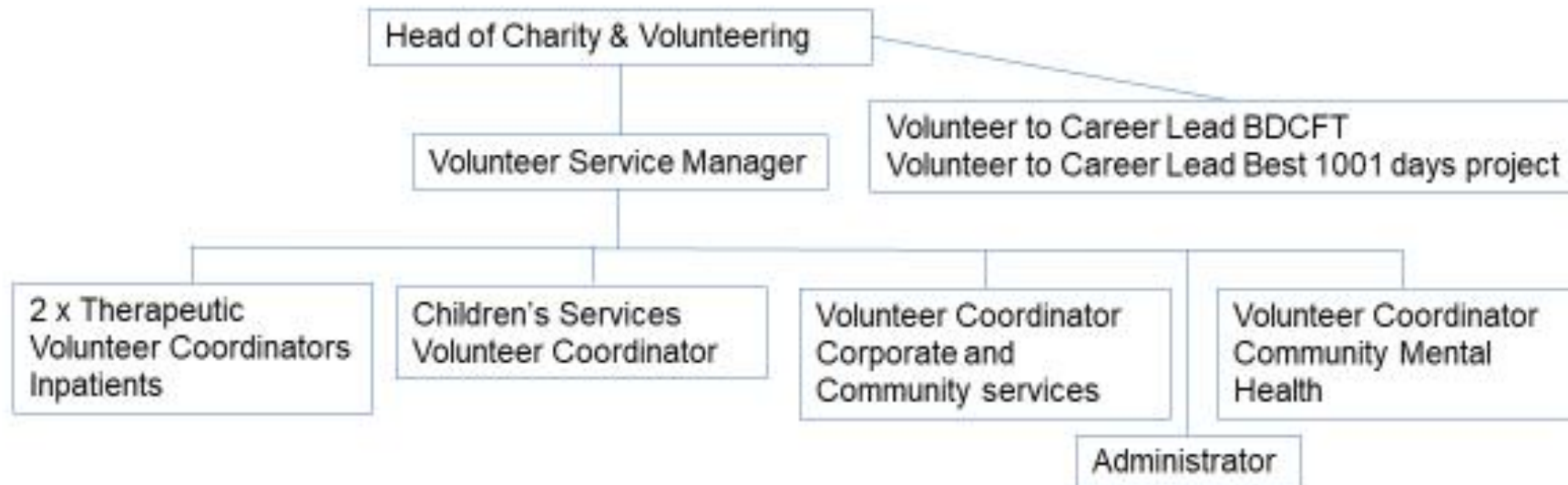
Innovation in volunteer delivery



Bradford District Care
NHS Foundation Trust



Innovation – Volunteer Coordinator roles being funded by and embedded into clinical services



Top 10 Tips

- ▶ Invite people to meet, don't ask them for a time when free
- ▶ Have a good pitch be prepared / reassure them about all their worries
- ▶ Offer incentives - example I will be your first volunteer buddy with volunteer
- ▶ Use real examples and stories that will get attention, Helpforce data
- ▶ Get them to know you, like you and trust you build rapport
- ▶ Speak to each other VTC clinical leads that will motivate and reassure you, similar passionate people that have experience
- ▶ Coaching and mentoring skills essential, receiving and giving for staff and volunteers
- ▶ Have a SMART goal keep setting mini goals, vision the end goal and reason why
- ▶ Be willing to go out of comfort zone
- ▶ Most important **Be a vital person** - what do I mean next slide

Vital Person - Key person of influence vital v's functional

- ▶ You can't get results without a vital person they add something that a functional person doesn't have
- ▶ **Functional** - good at what they do, stay up to date, perform well as directed, secretly resist change and don't like new disruptive ideas.
- ▶ **Vital** - Align self to result rather than a process, ask questions why? and what will the future look like? creating value and wanting to deliver more of it Adapt to change. Irreplaceable.
- ▶ A functional person wants to get more, a vital person wants to produce more
- ▶ A functional person wants to learn more, a vital person wants to share more
- ▶ A functional person wants to show the path, a vital person wants to create one
- ▶ A functional person is worn out by functionality, a vital person is re-energised by their vitality

EXERCISE

Who do you know that shows up as functional?

Who do you know who is currently a vital person?

What are the differences between them?

THE CHOICE IS YOURS FROM THIS MOMENT FORWARDS, YOU CAN CHOOSE
HOW YOU WANT TO SHOW UP

Reference - Key Person of Influence - Daniel Priestley 2014

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

Thanks for listening

Any questions?