

5 Top Tips for Supporting Volunteers

1.

Ensure volunteers are familiar with the ward/department by completing a **local short induction**.

This will boost their confidence in coming onto the ward/department and will make the experience less concerning by reducing apprehensions.

2.

Be clear about the volunteers' **roles and responsibilities** during their time on your ward/department.

Volunteers may be worried to ask staff "what can I do next?"

Creating a task list might be helpful and will give the volunteers something to aim for during their shift.

3.

Please ensure all staff in your ward/department are **welcoming, supportive, and respectful** to our volunteers.

We understand staff can be very busy but taking the time to say hello or offer advice and support can go a long way for our volunteers!

4.

Speak about our volunteers in your **team meetings!**

Remind staff to warmly welcome volunteers, say hello when passing by and be supportive.

Encourage feedback from staff on positive volunteer actions they have noticed and let us know!

5.

Provide feedback!

This is to both the Voluntary Services team as well as the volunteers themselves.

If a volunteer could benefit from some constructive feedback, please offer kind support.

Volunteers would love to hear how they have helped support your team and receive positive feedback as well.

By providing positive or negative feedback to our team, we can use this to develop our support to volunteers or highlight the amazing work that they do for our Trust.!

Please familiarise yourself with the **Volunteer Policy OP68**