

Unlocking the potential of your volunteer service

A healthcare professional in a purple shirt and a blue surgical mask stands by the side of a hospital bed, gesturing with his hands as if in conversation. An elderly patient is lying in the bed, looking towards the professional. The room is a hospital room with various medical equipment, including a monitor and IV stands, visible in the background. A blue curtain is on the right side of the frame.

Welcome

- Camera's off whilst presenting, on for Q&A
- Stay on mute unless speaking
- Chat function for questions during session (Q&A at the end)
- The session will be recorded
- We'll assume you'll be happy for us to be in touch with further information unless you let us know otherwise.

Session overview

Part 1

- 4 key Adopt & Adapt components
- Helpforce new blended service delivery
- Live case study, my experience of using the Helpforce blended approach:

Rachel Higgins



The Shrewsbury and
Telford Hospital
NHS Trust

Part 2

- Volunteer services that Health and Care organisations are most wanting to Adopt.
- How to secure a place on a Helpforce **Adopt & Adapt** courses starting in July:

Adopt & Adapt Service – learning and support to adopt and adapt existing volunteer services

Programme Management team



Maxine Moss-Black



Melissa Griffith



Maeve Hully



Mark Burrett



Sara Miles



Beth Hughes

Adopting a proven volunteer service

- ✓ The service is **tried and tested**.
 - You can learn from other organisations' experiences
 - Best practice is already established.
- ✓ It will **accelerate** your organisation's ability to deliver a sustainable service.
- ✓ It **reduces the risks** associated with developing a new service, as impact is already demonstrated.
- ✓ Having **evidence** of a similar service's impact can help you get buy-in from key stakeholders in your organisation.

Volunteer service foundations

4 Key components

1. Agreed project scope
2. Effective stakeholder engagement
3. Think big, start small
4. Outcome model



1. Agreeing a project scope

“Scope refers to the boundaries of a project. It’s like the fence around your garden, it defines what is and isn’t in the project”

It will help you to structure your;

- Thinking & planning
- Stakeholder engagement
- Collaboration

ACHIEVE

- ✓ Keeping your project on track
- ✓ Prevent scope creep
- ✓ Deliver an impactful project



2. Effective stakeholder engagement

“If you find yourself struggling to articulate the project scope, then you might not have taken enough time to talk to your stakeholders and deeply understand their needs, goals, and expectations for the project.”

- Who are my stakeholders?

Start communicating:

- Adoption phase
- Collaborating to create scope document

Keep communicating

- Good time, bad times and everything in-between
- Share impact

RESULT

- ✓ Buy-in → Reduce barriers
- ✓ Support → Remove barriers
- ✓ Sustainment → BAU quicker
- ✓ Scale → Trust in the process
- ✓ Grow volunteering agenda
- ✓ Develop your profile

Think big, start small

- What is the demand for your service
- What is possible to support (how many volunteers do you need/ have) – supply
- What feels realistic?
- What feels risky?
- What will provide you with enough initial learning before taking the service to a wider group?

START SMALL

- ✓ Simplify processes
- ✓ Reduce risk
- ✓ Collaborate and learn with your stakeholders
- ✓ Two step approach – 1)observe 2) test



Outcome model

- Consider what you need to measure from the start
- Involve your stakeholders
- Produce an outcome model using [Helpforce Impact](#) and [Insight Tool](#) templates
- Ensure collecting data is part of the volunteer role if needed
- Identify where in the process data will be captured and by whom, using what system/ tool etc.

IMPACT

- ✓ Data and insight from day 1 → data dashboard
- ✓ Demonstrate impact to your stakeholders
- ✓ Support decision making
- ✓ Robust evaluation data



IMPACT MEASURES

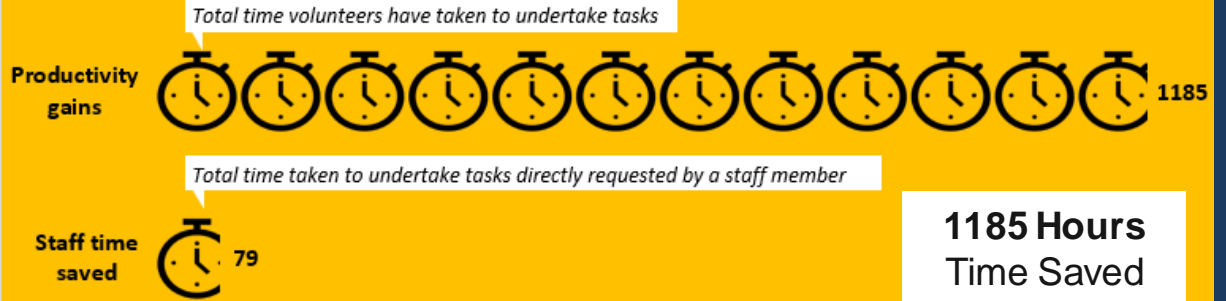
Patient contacts

11,029
Patient
Contacts



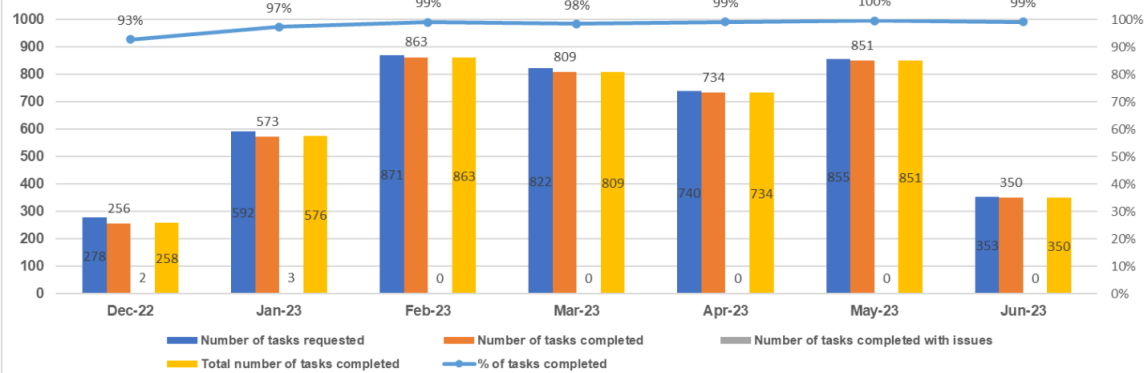
Response Volunteer Service DASHBOARD 5/12/22 – 15/6/23

Time saved (hours)

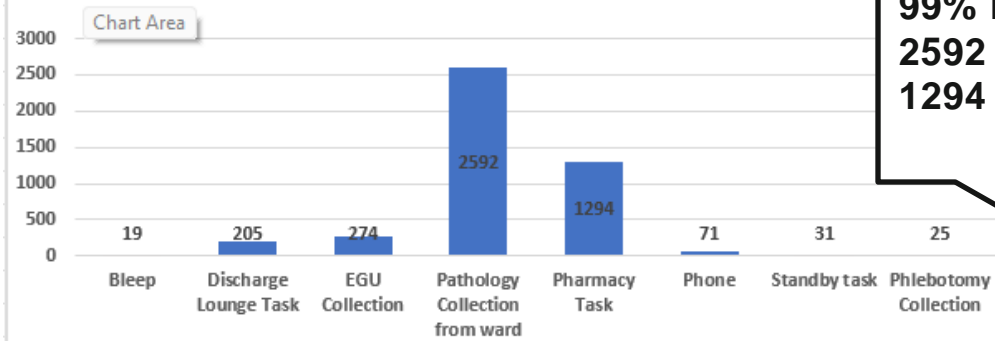


DEMAND TRACKER

Tasks requested vs completed, by month



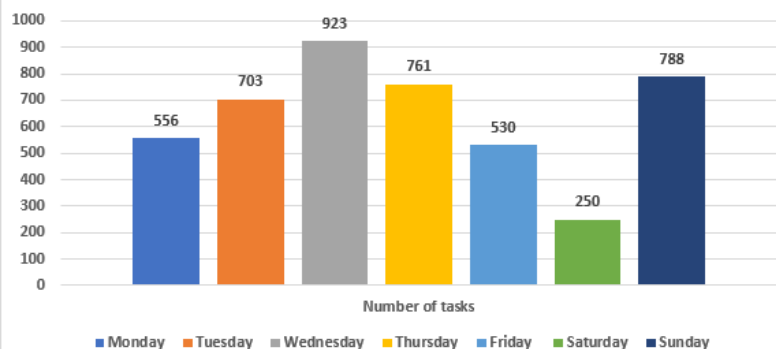
Request received / type



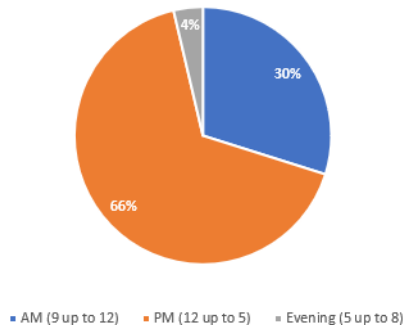
99% Tasks completed
2592 Pathology runs
1294 Pharmacy runs

SUPPLY MONITOR

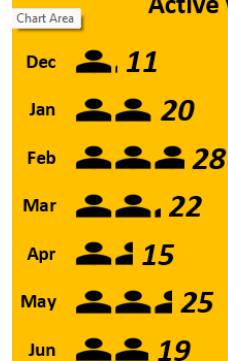
Tasks by day of the week



Time of requests



Active volunteers



923 Request on Weds
250 Requests on Sat
66% Requests made 12 – 5 pm

New ways of working with our clients

Adopt & Adapt is now a blended service, learn at your own pace using a mix of online self-led e-learning, peer group and 1:1 support sessions

1. Your account area

The screenshot shows the user's account page on the helpforce platform. At the top, there are navigation links for 'Learn' and 'Create'. The user's name, 'Maxine Moss-Black', is displayed. Below this, statistics show 48 Lessons, 1 Hour, and 11 Completions. An 'Assigned (1)' section lists a course titled 'Falls Prevention - Translate'. Under 'Added to Favorites', two course thumbnails are shown: 'Falls Prevention - Translate' and 'DEMO Understanding Supply and Demand'. The latter has a completion date of 12/06/22 and a 'Download Certificate' link.

2. Your list of courses

This screenshot displays a grid of ten completed courses. Each course card includes a thumbnail image, the course title, and the completion date. The courses are: 1. COMPLETE FIRST - Introduction to the Translate Phase (FP) (Completed: 01/22/23); 2. COURSE - Understanding Supply and Demand (FP) (Completed: 01/23/23); 3. COURSE - Introduction to Insight & Impact (FP) (Completed: 01/23/23); 4. COURSE - Creating your Project Scope (FP) (Completed: 01/23/23); 5. RESOURCE - Project Scope Template (FP) (Completed: 01/23/23); 6. RESOURCE - Project Plan Template (FP) (Completed: 01/23/23); 7. RESOURCE - Falls Prevention Service Guide (Completed: 01/23/23); 8. SUPPORT - One to One Coaching Session (FP) (Completed: 01/23/23); 9. SUPPORT - Teams Channel (FP) (Completed: 01/23/23); 10. SUPPORT - Share your progress & get feedback (FP) (Completed: 01/23/23).

3. Your learning

The screenshot shows the learning interface for the 'Understanding Supply and Demand (FP)' course. The course is marked as '100% COMPLETE'. A list of learning objectives is shown on the left, all with checkmarks: 'What is Supply and Demand?', 'How to understand the service demand', 'How to manage and unlock service demand', 'How to understand and sustain the supply of volunteers', 'The art of balancing supply and demand', and 'Linking supply and demand to your project scope'. On the right, a video player shows a man in a warehouse with the text: 'The term **supply and demand** refers to the need for the service you're setting up (**demand**) and how the need is fulfilled through volunteers (**supply**).'. Below the video, a section titled 'What is Supply and Demand?' explains that in the context of developing and delivering a volunteer service, the term refers to understanding the organization's needs for the service being set up (**demand**) and the ability to fulfill those needs through skilled volunteers (**supply**). A blue banner at the bottom reads 'Mealtime Volunteer Service example.'

New ways of supporting our clients Information sheet

Adopt & Adapt is now a blended service, learn at your own pace using a mix of online self-led e-learning, peer group and 1:1 support sessions

Online self-led e-learning – Helpforce Learning Platform

- Develop your project, service development/ management skills
- Develop data capture and evaluation skills in order to evidence the impact of your service.
- Content is available 24/7 and you can refer back to all content within your account area.
- Access to relevant templates and other project and volunteer service specific resources such as; scope document, Outcome Framework

Peer support – Teams workshops

- Join group sessions with others at a similar stage of adapting a service
- Share learning and best practice
- Feel less alone with your project and grow your confidence

Helpforce Specialists – 1:1 support over Teams

- Programme Managers 1:1 are provided as needed
 - Work through challenges
 - Review and feedback on your project documentation and service model
- Access to data and evaluation specialists (Impact & Insight Team)
 - Support in data capture best practice
 - Review and feedback on outcome models

Benefits

- ✓ Relatable content that is written in a Health and Social Care context.
- ✓ Fast track approach to adoption, as they are proven service and outcome models.
- ✓ Reduce the risks by benefiting from the learning brought to you from across the Helpforce.
- ✓ Integrate your project into your organisation rather than it feel like an add on.
- ✓ Keep your project on track by joining a programme that works with you step by step.
- ✓ Transferable skills, everything you learn is relevant to the adoption of other volunteer services.

Live case study - Rachel Higgins

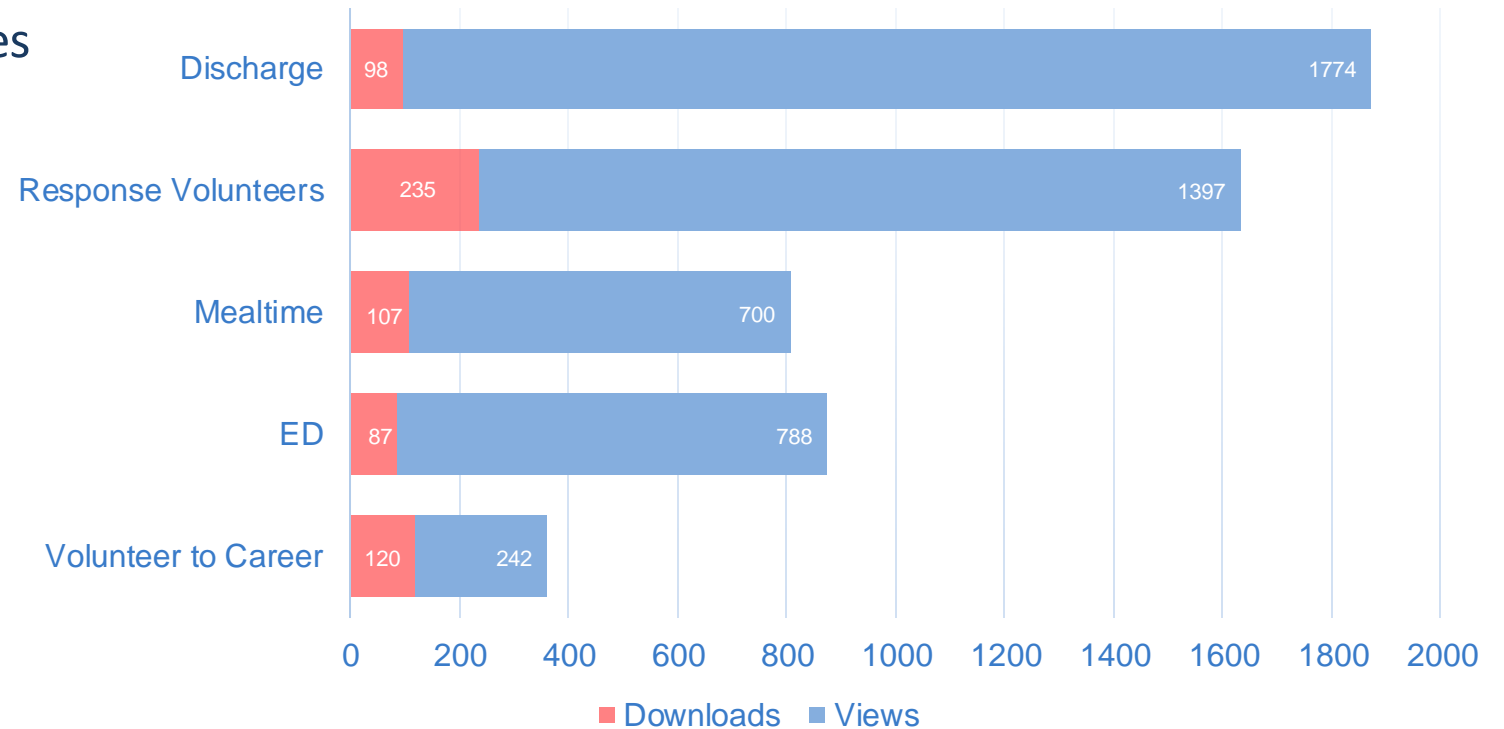
Experience of Helpforce blended service



Why certain volunteer services are in demand?

- Large scale high impact volunteer roles
- Reducing pressure points such as discharge delays
 - demonstrate efficiency gains
- Workforce gaps
- Proven models
- Shift in beliefs around volunteering

HELPFORCE NETWORK DATA MAY '23



Evidence of impact



11,029 patients supported by Response Volunteers undertaking ~825 tasks per month at University Hospital Coventry Warwickshire. **1,185** hours of productivity gains for the organisation, mainly from TTO & pathology runs and moving patients.

(Dec 22 to date June 2023)



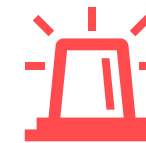
59% of VtC volunteers have moved into either jobs, training or education in a health-related field. **82%** of staff believed that the volunteers allowed them to deliver good care and saved them an average of **63-minutes** per interaction.

June 2021-March 2023



10,438 patients supported during mealtimes at Northern Care Alliance with encouragement or full feeding support. **71%** of staff felt volunteers saved them time and **76%** of patients felt they received enough help to eat their meals.

Aug 2019 -April 2023

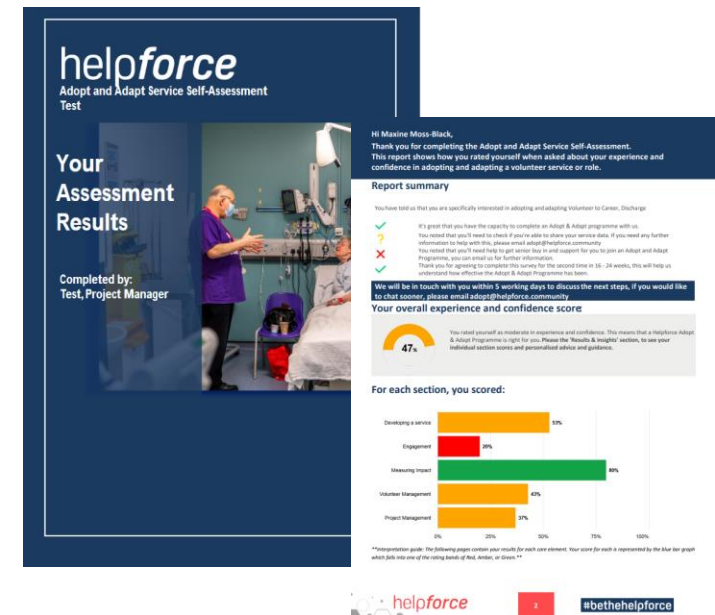


1,042 hrs providing emotional support. Total of **14,139** people supported while in ED including refreshments (12,539), pharmacy runs (150) and wayfinding (1,450). 2022 evaluation of North West Anglia found volunteers in ED resulted in **90%** of staff reporting a positive impact on their time, using it differently to support patients or feeling less rushed.

Adopt & Adapt Self Assessment

If you're interested in the 4 or any future Adopt & Adapt complete the [Self Assessment Tool](#).

- Confidence and Skills assessment – directly linked to Adopt & Adapt
- Personalised instant report based on how you've answered - information and guidance, links to resources to support you
- Complete it again in 6 months and see how you've developed



How do I join a course?

Be given the priority opportunity to secure place on a Helpforce Adopt & Adapt courses starting week of 17th July.

[Register your interest with us.](#)

Places will be limited and are for the following volunteer services:

- Emergency Department
- Response Volunteers (with a focus on Discharge related tasks)
- Mealtime
- Volunteer to Career



Adopt & Adapt courses are delivered on a pro-bono bases, the eligibility criteria is:

1. Senior Buy in and signed MOU
2. *Capacity to be take part in the course
3. Agreement to share your project data

*Capacity, this is a 16 – 24 week course.

The aim is to have a service live at 16 weeks, to get the most out of the course we anticipate you'll need:

1. 1 Hr per week for Helpforce led activity such as workshops, peer group sessions, one to one's (this will reduce as the you progress through the 16 – 24 weeks)
2. 1 – 5 hours per week of project activity in your location, by you or your team.



helpforce

Thank you

help@helpforce.community
www.helpforce.community