

## Volunteer To Career ( VtC) FAQ's Dec 22

### “Your volunteers - Your future workforce”

#### Interview panel:

Name	Role
Bob Champion (B.C)	Chief People Officer, Bradford District Care NHS Foundation Trust (VTC cohort 1 participating Trust)
Catherine Jowitt (C.J)	Head of Charity and Volunteering, Bradford District Care NHS Foundation Trust (VTC cohort 1 participating Trust)
Debi McKeown (D.M)	Interim NMAHP Workforce Lead South Tees Hospitals NHS Foundation Trust (VTC cohort 1 participating Trust)
Joanne Scott (J.S)	Volunteer Service Manager, Camden and Islington NHS Foundation Trust (VTC cohort 1 participating Trust)
Rosie Sullivan (R.S)	Volunteer, Camden and Islington NHS Foundation Trust (VTC volunteer participating in cohort 1)
Mark Burrett (Helpforce)	Project Manager for the Volunteer to Career programme, Helpforce (VTC Programme Lead)

Q&A Session - Questions	Responses	Further information
<p><b>Is this available in Wales?</b></p>	<p>We have one funded V2C project in Wales  <b>Helpforce</b> - We are working with Welsh colleagues to identify further funding streams</p>	
<p><b>Have you found that the organisations you have worked with so far have capacity to facilitate the clinical lead role? With current staffing, even finding enough mentors for students is a challenge.</b></p>	<p><b>Helpforce</b> - Through the process of gaining senior buy-in and gaining an understanding of where the Clinical Departmental pressures are along with workforce needs. Cohort One &amp; others have been able to recruit a Clinical lead ( Band 5 -7) to the role from within. Working 2 days a week on a 12 month fixed term contract.</p> <p><b>C.J</b> - Time invested by the clinical lead was put back in another way by making it possible to reopen baby clinics post Covid. The funding is there to backfill the CL post.</p>	<p>It is important to be realistic about the number of volunteers you want to recruit. Helpforce help to make sure that this is focused and that you have a realistic target for the number of volunteers you are going to recruit and support. If you get the foundations right, it will grow from there. The CL is there to pick up a lot of the hands-on work, they just need support to learn the processes first.</p>
<p><b>How do you sift volunteers to use those that match the organisational values?</b></p>	<p><b>Helpforce</b>- From cohort one a combination of effective referral partnership work in the community and promotion of the volunteering roles has proved to be effective for attraction and onboarding of volunteers.</p> <p><b>J.S</b> - We interview all volunteers to find the 'best fit' role for them and hone in on their personal qualities.</p> <p><b>D.M</b> - We don't interview, we do an online application and arrange a telephone conversation. We were more selective for the VtC programme and looked for people with lived experience and / or mental health training.</p> <p><b>C.J</b> - We do a combination of both. Interviews are carried out by the service requiring the volunteer support. VtC has meant that we focus more on people's career aspirations when selecting volunteers.</p>	

<p><b>Have you/would you consider linking up with St John Ambulance?</b></p>	<p><b>Helpforce</b> - Yes we are working in Partnership via the NHS Cadets Programme. From a number of Volunteer to Career programmes (for example at Alder Hey) young people have been progressing from the Advanced Pathway for 16-18 on to the Volunteer to Career programme.</p>	
<p><b>Very interesting point around the supply of volunteers from the local communities. However there is a cost in terms of recruitment, training and checks so there are resource and capacity issues? How well staffed is your voluntary services to support this?</b></p>	<p><b>C.J</b> - I am very lucky that my Trust is investing in Volunteering, in the last 2 years we have gone from one half time Volunteer Coordinator, to a Volunteer Service manager, Volunteer Service Administrator, 3.5 Volunteer Coordinators and a Volunteer to Career Lead (this post funded through Helpforce). When we started the Volunteer to Career work we already had a robust process in place for recruiting volunteers.</p>	
<p><b>Do we have an agreement that if volunteers do a certain amount of hours then can move into an entry-level job? And how long does someone need to volunteer before moving into a career?</b></p>	<p><b>Helpforce</b> - From Cohort one pilots this has varied, in short we have seen volunteers move into employment within 6 months. What we know is where there is a clear Career Pathway for volunteers to access, for example, spending time with Clinical Leads and gaining support from HR with Job applications, this does speed the process up for those volunteers looking for work. The VtC clinical lead role is an opportunity to expand skill-sets.</p> <p><b>D.M</b> - Depends on the opportunities that are available at the time and how proactive the volunteer is in pursuing them. DWP and JobCentre Plus can be a good source of support.</p>	<p>There are no guarantees, but the VTC programme does increase the opportunity for volunteers to gain experience and apply for job roles. The opportunity is developed further if you develop a robust career pathway. Organisations that work hard with HR and workforce teams and make time to meet with volunteers on a monthly basis and signpost to where vacancies are in the organisation, have a higher chance for success.</p> <p>Some organisations have agreed in the steering group that if volunteers complete the National Volunteering Certificate (60 hours) that they can move them into a career, but it is down to your organisation and how you want to set these expectations.</p>

<p><b>Can there be joint volunteer opportunities within NHS and Social Care?</b></p>	<p><b>Helpforce</b> - Yes, this is a space we are currently supporting a number of healthcare organisations within systems at an ICB level.</p>	<p>If you would like to find out more, please contact Mark Burrett, VtC Programme Manager. Email <a href="mailto:mrb@helpforce.community">mrb@helpforce.community</a></p>
<p><b>Have you worked with multiple Trusts across an ICS with this approach?</b></p>	<p><b>Helpforce</b> - Yes we are currently working with, NW London ICS and 3 Acute NHS and soon to be more</p> <p><b>C.J</b> - We have developed volunteer roles across local acute trusts and our own community trust, focusing on roles supporting AHP colleagues. This means that volunteers can move around the system without having to repeat recruitment and training processes.</p>	<p>If you would like to find out more, please contact Mark Burrett, VtC Programme Manager. Email <a href="mailto:mrb@helpforce.community">mrb@helpforce.community</a></p>
<p><b>Is the VCSE sector able to join this scheme? i.e Hospice</b></p>	<p><b>Helpforce</b> - Yes we are soon to be working with a Hospice who has been successful in securing a HEE Grant to run a VtC Programme</p>	<p>If you would like to find out more, please contact Mark Burrett, VtC Programme Manager. Email <a href="mailto:mrb@helpforce.community">mrb@helpforce.community</a></p>
<p><b>Peer volunteering roles...perhaps represent a great opportunity to both deliver great things to service users but also tackle directly unemployment, stigma and low confidence amongst those who are grappling with mental health issues</b></p>	<p><b>Helpforce</b> - This is a great statement and one of the benefits of the VtC Programme being clinically led is that volunteers with lived experience are showing significant increases in confidence, ambition and interest in working in the Healthcare sector and just like Rosie many volunteers at the end of the programme are achieving this.</p>	
<p><b>Interested to understand if/how the program fits within a Hospice setting.</b></p>	<p><b>Helpforce</b> - Interestingly a Hospice has just been successful in securing HEE funding to run a VtC programme. This will be our first to support here at Helpforce</p>	<p>If you would like to find out more, please contact Mark Burrett, VtC Programme Manager. Email <a href="mailto:mrb@helpforce.community">mrb@helpforce.community</a></p>
<p><b>I am a retired surgeon with FRCS England. I would love to volunteer in the NHS. I have many clinical skills but I am ok with doing non-clinical tasks. I have not heard anything yet to tell me I could be useful.</b></p>	<p><b>Reply from Rashpal Saini</b> (External) - Where available Trusts have volunteering pages with opportunities to get involved: here is ours <a href="http://www.westlondon.nhs.uk/volunteering">www.westlondon.nhs.uk/volunteering</a></p>	

<p><b>Can you give some examples of the kinds of job roles clinical leads have come from?</b></p>	<p><b>Helpforce</b> - From both Cohorts One &amp; Two, Clinical leads have come from a wide range of roles, such as nursing, Health Visitor, Healthcare Assistant, Physiotherapy.</p>	
<p><b>Can you let me know the entry requirements / employment checks that are done? Is there the option to have some accredited learning that volunteers can gain as part of it to lead onto apprenticeships etc...?</b></p>	<p><b>Helpforce</b> - For Cohort one, all VtC Volunteers have been on boarded using the existing recruitment and Induction volunteering processes/Policies, with the exception of adding a Career based interview/Discussion at Induction stage. Working with HR some of these processes for volunteers have been streamlined.</p> <p>There is a strong linkage developing to Apprenticeships via the VtC Career Pathway and through the partnership work with HEE &amp; Helpforce are undertaking, this is an area of intended growth. Via Talent for care, on pathway to Apprenticeships, both the National Volunteering Certificate and the Care Certificate are proving popular.</p>	<p>To find out more about Health Education England's Talent for Care programme click <a href="#">here</a></p>
<p><b>That's brilliant Catherine, have you implemented the 'volunteer passport'?</b></p>	<p><b>C.J</b> - we have not implemented a volunteer passport as such. But we are working on putting in place a process with our two local acute Trusts to enable volunteers to be recruited by us and deployed into the acute hospitals. It's very early days and we have slightly different processes being established with the two different Acute Trusts. So, it's very much a test and learning process at the moment.</p>	

<p><b>Could you share with me more details about HR Involvement and the process behind it</b></p>	<p><b>Helpforce</b> -engaging with HR teams and gaining their buy-in to the benefits of this programme are a key measure of the VtC pathways sustainment. Building relationships with HR starts at the beginning of the VtC project, where the VtC self assessment tool will ask questions relating to volunteers and workforce strategic plans. Involving HR by sharing impact and having them sit on the steering group has resulted in some organisations becoming far more inclusive of volunteers within their business as usual processes, for example giving volunteers access to internal vacancies, agreements for volunteers to receive guaranteed interviews and offering employability support normally only available to staff e.g. interview prep and techniques.</p>	
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<p><b>Is there an option for higher level HCAs / HCSWs / Assistant Practitioners to be clinical leads as part of their development too?</b></p>	<p><b>Helpforce</b> - Yes on the proviso that senior management buy-in has been secured and clinical sponsorship is in place, we are working with some VtC Programmes where non-clinical leads are running the VtC programme and achieving the same objectives. Where buy in has not been secured, these programmes have not been so successful.</p>	
<p><b>Who line manages the clinical lead in terms of this project? the Voluntary Services manager?</b></p>	<p><b>Helpforce</b> - Yes, in most cases the VSMS act as the Project Champions and lead on the recruitment of the Clinical Lead and then support whilst on the VtC secondment, with the Clinical Lead still reporting into their Head of Clinical Department. However, we are now seeing some VtC Programmes managed directly by Clinical Teams. The VSM (Volunteer Services Manager) usually takes the Project Champion (PC) role and is responsible at the initiation stage in developing the programme and recruitment of a Clinical Lead (CL). They then</p>	<p>If you don't have a VSM then Helpforce has access to policies and procedures, which can support with how to induct and recruit volunteers, so we can be a guide for this.</p>

	<p>work in partnership. The PC will already have knowledge of volunteering but then volunteers will also have the opportunity to spend time with the CL and learn their expertise in the field and learn more about how to embark in a role into health and care.</p> <p><b>C.J</b> - In Bradford, they recruited a Health Visitor as CL. She brings clinical expertise, but she didn't have any volunteering knowledge. She has now learnt all the volunteer processes, whilst taking the lead of setting up the role and supervising the volunteers. So she sits alongside both.</p>	
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<p><b>Can anyone with the prospect of working for the NHS but has not enrolled to any volunteer opportunity access the Helpforce learning modules?</b></p>	<p><b>Helpforce</b> - The learning modules have been developed to support the Clinical Leads who are leading on the programme within the Health &amp; Care organisation. These modules are delivered by Helpforce.</p>	
<p><b>Can a non-NHS org join the VTC programme?</b></p>	<p><b>Helpforce</b> - Yes, a number of Healthcare Partnership providers are planning to apply. This is based on the provisions that you are part of a system within an ICS /PCN area and can work in partnership with the needed departments to support the delivery of a volunteer to career pathway in health and care.</p>	
<p><b>Is it possible to gain funding twice?</b></p>	<p><b>Helpforce</b> - We would hope your programme is successful the first time and that you can sustain this and wouldn't need the funding, because it has become part of the workforce.</p>	
<p><b>A risk for me would be that VtC could be seen as unpaid work trials while completing training, particularly for unregistered roles. How have these conversations been considered?</b></p>	<p><b>Helpforce</b> - It isn't about volunteers in replacement of paid staff, it is about enabling volunteers to become paid staff.</p>	

<p><b>For many roles, further education/training is required before individuals can be employed. Is the transition from volunteering into a related education role measured as success? Or only volunteers that go directly into paid roles?</b></p>	<p><b>Helpforce</b> - We measure both transition to further education and to a career as success. From the first cohort 60% went onto clinical training e.g. gone back into education, gone to college. Another 40% went on to getting entry-level type roles in health and care.</p>	
<p><b>Is there an expected number of VtC volunteers engaging in VtC programme? What is the minimum number?</b></p>	<p><b>Helpforce</b> - Not capped, you can support as many as you would like. Typically 20 have been going through the VTC over 12 months.</p>	
<p><b>What will monitoring requirements be and how time intensive?</b></p>	<p><b>Helpforce</b> - All digital based surveys/links. They are accessible online and most can be completed within 5-minutes.</p>	
<p><b>Are you required to employ a Clinical Lead to oversee the project or can this be a non-clinical role, but with guidance from a Clinical Lead?</b></p>	<p><b>Helpforce</b> - Our hypothesis back at the start of the programme was based on research that showed a high % of volunteers would like to work in the NHS, but a high % had never been asked. Based on these results, we wondered what the impact would be for volunteers to be able to work alongside CL's and what insight they would gain. Proof of concept pilots (5 acute trusts) showed that by volunteering alongside CL's, volunteers were able to gain knowledge, develop informed decisions about whether the role is right for them and gain insight into the workforce culture. This pathway facilitated the transition from volunteering to a career.</p>	<p>If you do not have a CL that can lead and deliver the programme, then what you are looking for is senior manager sponsorship. CL buy-in is a standard to allow a volunteer to spend time with leads to be able to go on that same learning curve and make that same informed decisions.</p>
<p><b>What clinical areas should they be looking at as a priority?</b></p>	<p><b>Helpforce</b> - It is important that you as an organisation have this discussion internally with the workforce development team, in order to understand what the current workforce challenges are and what the 2-5 year strategy is. There may be a long-term pressure or a more immediate pressure.</p>	<p>Having conversations with the Deputy Chief Nurse and getting senior buy-in can have a big impact.</p>



