



Your  
volunteers

Your future  
workforce

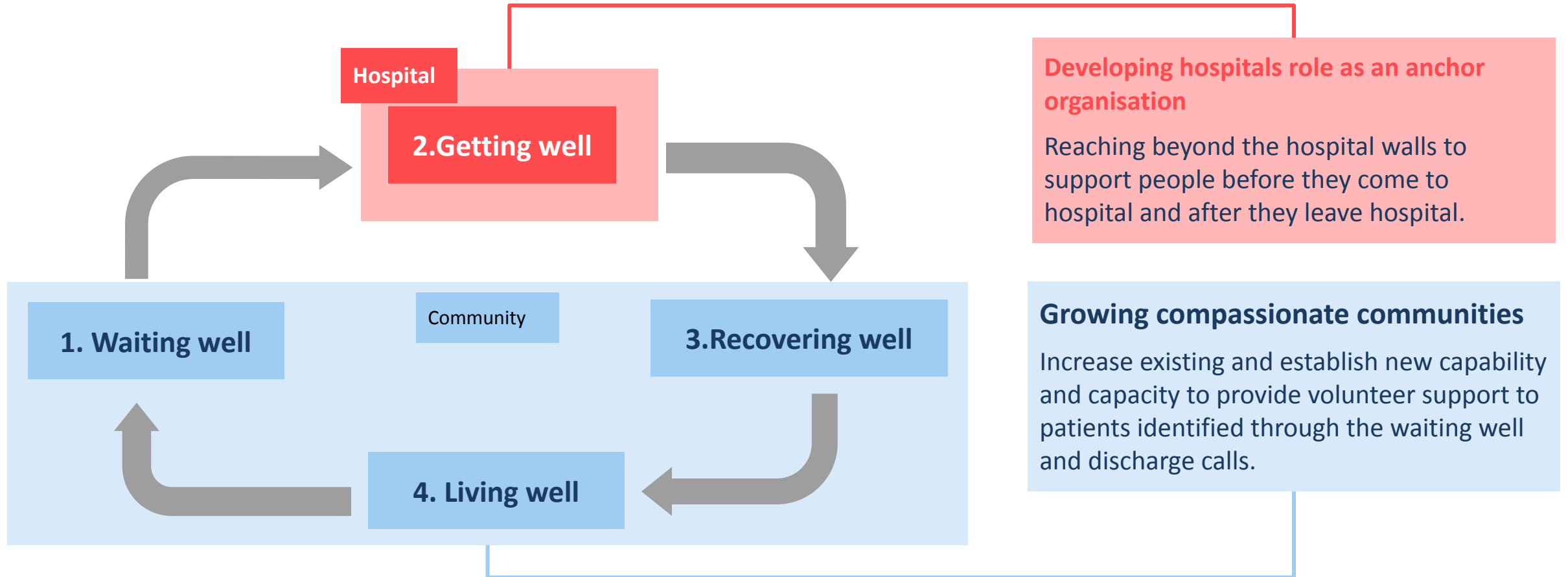
# Mark Lever

CEO, Helpforce

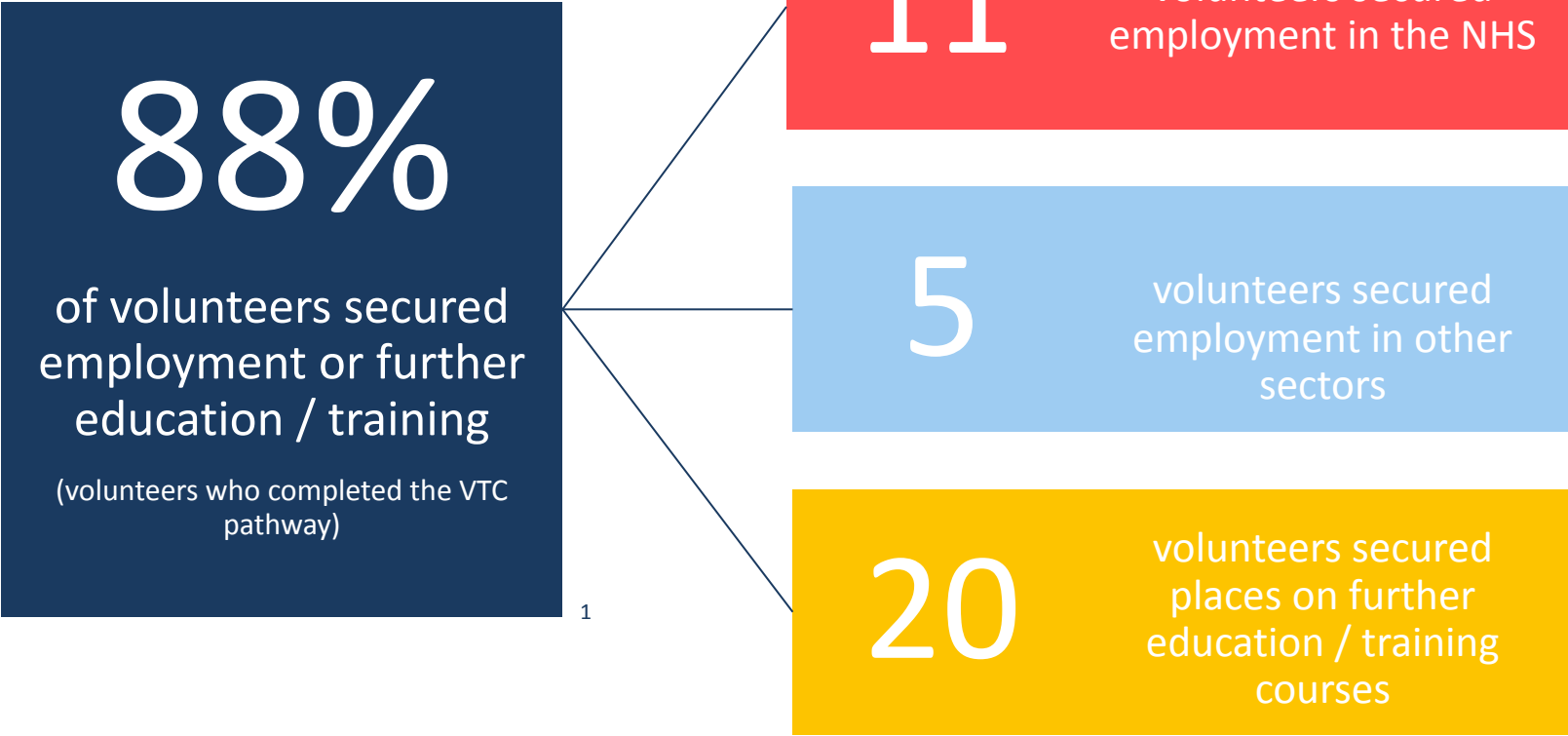
## Welcome & Introduction



# The Helpforce Back to Health Pathway



# Emerging insights...



### Roles have included...

- Peer coach
- Activity worker
- Lab technician
- Healthcare Assistant on A&E

### Training / FE courses have included:

- Psychotherapy training
- Mental health nursing
- Psychology
- Nursing degree

<sup>1</sup>N= 33 of 39 volunteers who have completed the VTC pathway. Based on data returns from Bradford, Alder Hey, South Tees and Camden & Islington Trusts.



# Emerging insights

89%

of volunteers maintained or increased their **interest in an NHS or care career**

98%

of volunteers maintained or increased their **confidence in career ambitions**

31

**jobs applied for** by VTC volunteers, of which 22 resulted in interviews

24

**training or further education courses applied for** by VTC volunteers

2

17%

improvement in **overall SAT score for volunteering services**

29%

increase in proportion of staff who felt volunteers improve their working lives

58<sub>min</sub>

average of **staff time saved** per volunteer interaction

25%

increase in proportion of staff who felt volunteers are helpful in allowing enough time to deliver good quality care

3

<sup>2</sup>N= 71 volunteers who have partaken in the VTC pathway. Based on data returns from Bradford, Alder Hey, South Tees and Camden & Islington Trusts.

<sup>3</sup>N= 64 staff members who have partaken in the staff feedback survey. Based on data returns from Bradford, Alder Hey, South Tees and Camden & Islington Trusts.

## Volunteers help to free up nurse time

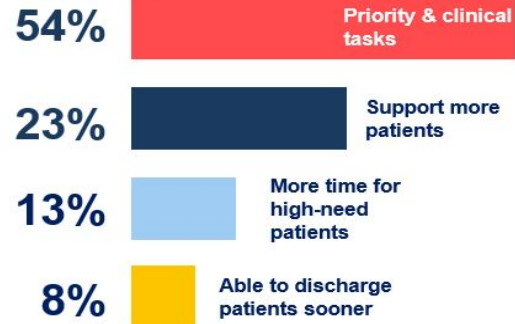
Nurses estimate that volunteers free up an average of

# 26 mins

per nurse per day

based on nurses surveyed across the programme (n=81). Time saved varied from no time saved to one hour or more saved. Standard deviation = 18 minutes

What did nurses do with the time saved (n=52)?



## Volunteers help patients with nutrition and hydration

**100%** of patients with dining companion support say that they always receive enough to drink during their meals



compared to only 93% of patients responding to the trust's adult inpatient survey (n=18) (Salford Royal NHS Trust)

There is promising evidence to suggest that volunteers are improving **patient experience**, and potentially reducing **length of stay**



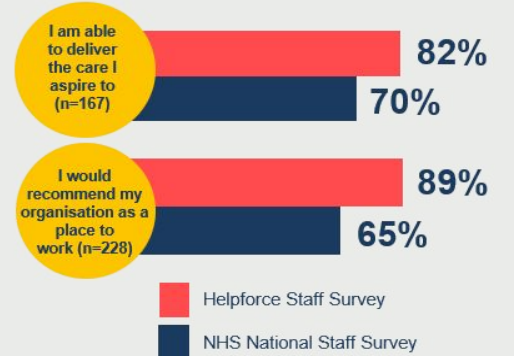
when compared to a period when there was no volunteer support (Salford Royal NHS Trust)

## Volunteers help the wellbeing of NHS staff

**71%** of nurses agreed that receiving support from volunteers **helped them feel less stressed**



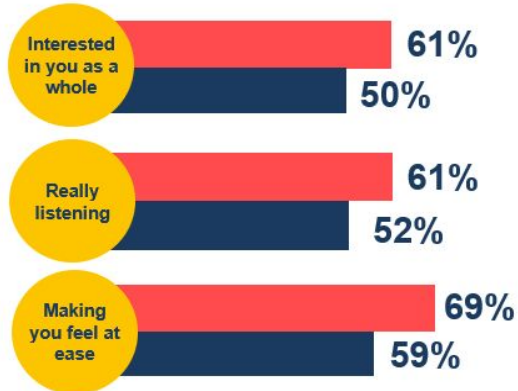
Based on nurses surveyed in all participating NHS trusts. 12% disagreed or strongly disagreed (n=92)



Based on staff responses (across all participating NHS trusts) to an identical question asked in the context of the volunteering programme.

## The view of patients when supported by volunteers

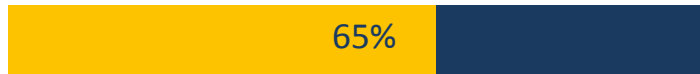
Patients feel that their healthcare provider is...



Supported by a volunteer (n=121)  
Not supported by a volunteer (n=44)

# Early survey insights

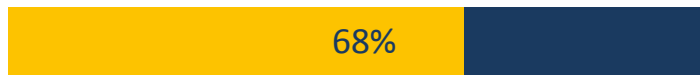
## Volunteers



65% of the volunteers surveyed were **interested** in a career in Health & Care



65% of the volunteers surveyed of the volunteers did **not** tell anyone in their organisation about their interest in a career in Health & Care



68% of the volunteers surveyed had **never** been asked if they'd be interested in a career in Health & Care

## Clinicians:

**Interested** in supporting the volunteering agenda, but did not have plans in place for the following reasons:

- They need support
- Lack of knowledge
- Lack of buy in from their team
- Lack of capacity

It's worth noting that **nobody** cited budget to be issue.

# Strategic aims of the Volunteer to Career (VtC) programme

## Deliver systemic change across participating organisations through:

- **Clinical Leadership** - identify clinical leaders and harness their expertise, support and influence to develop VtC pathways based on their local workforce needs.
- **Environment and Culture** - raise the value of the volunteer workforce in the clinical environment to enhance likelihood of volunteers wanting to adopt an clinical career.
- **Volunteer to Career pathways** that are designed to attract and retain volunteers and that align to local recruitment needs.



## Scale and spread successful initiatives

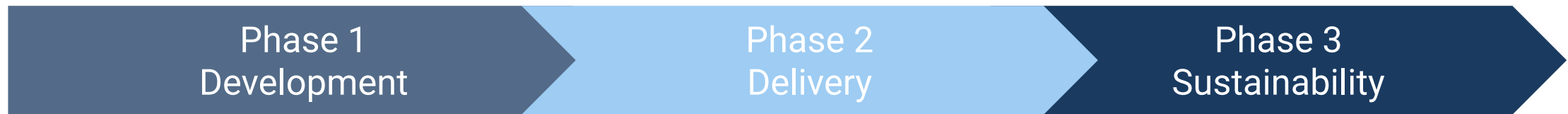
evidence based VtC pathways to other organisations through the development of resources, tools, learning, case studies.

## Positively impact workforce recruitment needs

at a local community level by increasing the number of volunteers who have an interest in pursuing a career in health and social care after their volunteering experience.



# Three phases in the Volunteer to Career programme

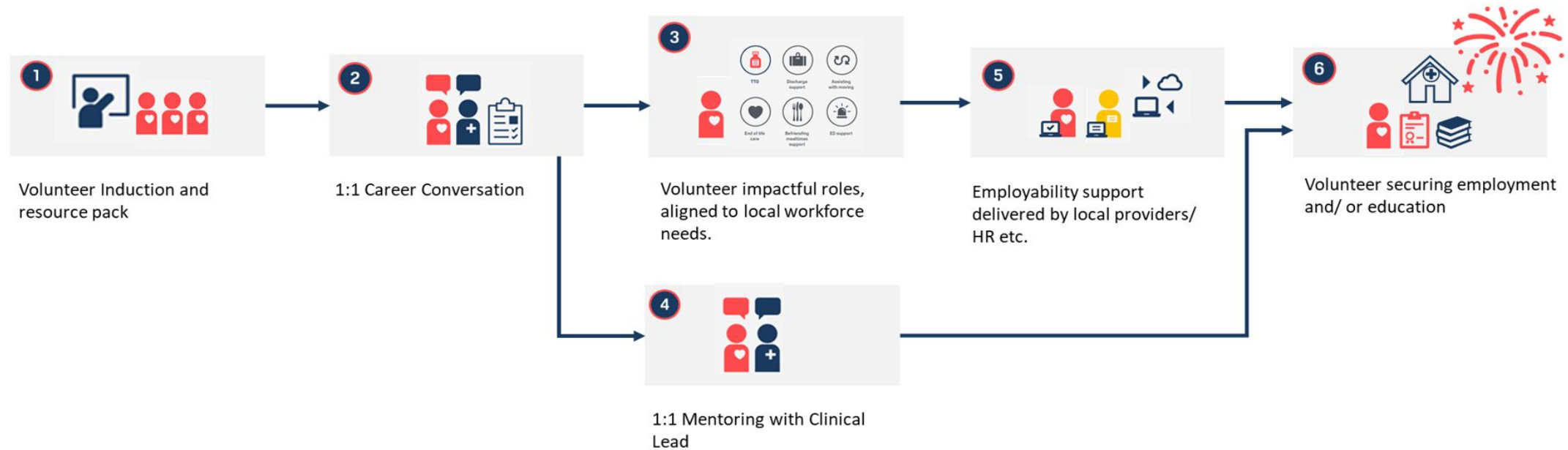


1. Volunteer to Career Self Assessment Tool
2. Online training and development modules
3. Clinical Tutor / Mentor

1. Clinical leadership role
2. Impact and insight
3. Whole programme support

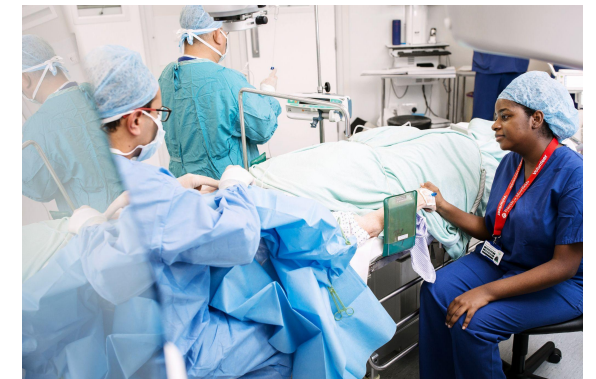
1. Systemic change
2. Making the case
3. Scale and spread

# Volunteer to Career pathway



# Types of volunteering roles

- Eye Clinic -Theatres & Ward support
- Patient and staff enhancement ( PASE)
- Community based - Changing leg wound dressings
- A&E Welcome Volunteers
- Dementia Friends
- Baby Clinic
- Ward Support
- Play Specialist Support
- Peer Debrief (supporting patients with severe mental health )
- Wellbeing Volunteer in the Emergency Department ( ED)



# Bob Champion

Chief People Officer, Bradford District Care NHS FT

*“Why Bradford District Care NHS Foundation Trust integrates Volunteer to Career programme into its workforce strategy.”*







# Kirsty Marsh-Hyde

National Programme Manager for Apprenticeship,  
Health Education England (HEE)

*“Why does Health Education England support the Volunteer  
to Career Programme?”*



# How Volunteer to Career supports Talent for Care and HEE's goals

- The National Volunteering Unit (NVU) at HEE works to support volunteering across health and care through the design, development and promotion of education, training and development of resources and opportunities
- Aligned to the NHS Long Term Plan, the People Plan and DHSC's mandate to HEE.
- To further strengthen the training, learning and development for support staff and volunteers
- Critical in sector response to covid



# Volunteering is a great way to build an engaged community

- Another opportunity for people to 'Get In' to NHS Careers
- Especially helpful for individuals who may not be able to access careers via other routes
- VtC can be a stepping-stone for young people who wish to explore careers in health and care



# How?

- (To date) 21 pilot NHS organisations participating in the review of the Accredited National Volunteering Certificate
- Cert = 60 hrs of volunteering in a job plus e-learning training
- 5,000 NHS Ambassadors have also volunteered their time to speak in schools, promoting NHS careers
- In partnership with Helpforce, HEE is currently funding 13 trusts to create innovative volunteer to career roles, according to the local workforce recruitment needs
- Given the demand and interest in this programme, there is now opportunity for a further 10 NHS organisations to bid to join the Volunteer to Career programme. For further details, email [Volunteering@hee.nhs.uk](mailto:Volunteering@hee.nhs.uk) and we will you send the link when the project is live

# Rosie's story





# Maeve Hully

Director of Volunteering, Helpforce

*“How your organisation can work with Helpforce to run the Volunteer to Career programme.”*



# Working together

Make the case

Execute plan

Measure the impact

Share best practice

*“Let's work together to enable your volunteers to be part of your workforce strategy”*

[help@helpforce.community](mailto:help@helpforce.community)

# Bonus

Download the free service guide to help you set up a Volunteer to Career programme at your organisation:

<https://helpforce.community/adopt-and-adapt/service-guides/setting-up-a-volunteer-to-career-service>



Volunteer Service Guide

## Setting up a Volunteer to Career programme

Impacting workforce strategy through volunteers pursuing a career in health and care.

This programme has been co-designed and tested by [Bradford District Care NHS Foundation Trust, South Tees Hospitals NHS Foundation Trust, Alder Hey Children's Hospital NHS Foundation Trust, Camden and Islington NHS Foundation Trust and Leeds Teaching Hospitals NHS Trust.](#)

This guide will help you to understand how the Volunteer to Career programme can work for your organisation, the impact it will make and considerations for adopting and adapting it.

Register your interest in this programme [here](#)

**Our special thanks to our funders, the Burdett Trust for Nursing and Health Education England, for supporting us to deliver this national programme.**

# Q&A

# help*force*

## Thank you

[help@helpforce.community](mailto:help@helpforce.community)  
[www.helpforce.community](http://www.helpforce.community)