



Volunteer Development

Volunteer Development Plan



Volunteer Development Plan 2019-2022

Purpose

This Development Plan sets out how the organisation will recruit and support volunteers in their roles at Healthwatch Cornwall.

Volunteers will continue to play a vital role in developing and adding value to Healthwatch locally and ensuring its continued success through representation of the organisation.

Recognising and rewarding volunteers is vital both to increase the capacity of the organisation and ensure its ongoing viability. This Volunteer Development Plan demonstrates our commitment to recognising the efforts of volunteers within the community, whilst ensuring that all volunteers are treated equally, with appropriate support processes in place.

Objectives

- To create a pool of high calibre diverse volunteers who will support the work of Healthwatch Cornwall
- To facilitate volunteer's ability to help promote participation by local people in the work carried out by Healthwatch Cornwall and encourage wider participation from the community
- To work with key stakeholders to support the development of volunteers with the organisation
- To support Healthwatch Cornwall in its retention and management of volunteers
- To support Healthwatch Cornwall in recognising and rewarding volunteers
- To ensure that the Development Plan meets the needs of volunteers and the organisation, identified through research and collaboration.

Identifying volunteer opportunities

Volunteering is a two way process. Understanding the role volunteers play in the organisation is key to ensuring that volunteers have a rewarding experience and their contribution is beneficial to the work of Healthwatch Cornwall. Volunteers will have the opportunity to be involved in Healthwatch Cornwall activities in a variety of ways from top level management through to championing the organisation in their communities.

Current volunteer activities are:

- Board of Directors
- Outreach Volunteers
- Youth Champions
- Voluntary Placement
- Community Champions
- Office support volunteer

Each role has a specific Role Description outlining the activities, responsibilities and commitment expected from volunteers and responsibilities of Healthwatch Cornwall.

Investors in Volunteers

The nine indicators

The Investing in Volunteers quality standard is made up of nine indicators which are designed to cover all aspects of volunteer management.

1. The basis for volunteer involvement

There is an expressed commitment to the involvement of volunteers, and recognition throughout the organisation that volunteering is a two-way process which benefits volunteers and the organisation.

2. How the organisation resources volunteering

The organisation commits appropriate resources to working with all volunteers, such as money, management, staff time and materials.

3. Diversity in volunteering

The organisation is open to involving volunteers who reflect the diversity of the local community and actively seeks to do this in accordance with its stated aims.

4. The development of volunteer roles

The organisation develops appropriate roles for volunteers in line with its aims and objectives, which are of value to the volunteers.

5. Steps taken to protect volunteers

The organisation is committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering.

6. Fair recruitment procedures

The organisation is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers.

7. Volunteer induction

Clear procedures are put into action for introducing new volunteers to their role, the organisation, its work, policies, practices and relevant personnel.

8. Volunteer support and supervision needs

The organisation takes account of the varying support and supervision needs of volunteers.

9. Recognition of volunteer contributions

The whole organisation is aware of the need to give volunteers recognition.

Volunteer Development Plan 2019-2022

2019-2020

- Review our current induction process
- Develop new volunteer welcome pack
- Develop volunteer application forms
- Update induction presentation
- Develop volunteer induction check list
- Review relevant policies and ensure all volunteers are aware of them
- Develop exit survey
- Implement consistent process for dealing with enquiries and recruitment
- Standardise and deliver core induction for volunteers
- Define ongoing support - start regular one to one catch ups with active volunteers
- Develop more varied volunteer roles
- Develop young person focused volunteer role
- Develop H&SC student placement opportunity
- Update volunteer pages on website and advertise opportunities
- Utilise HCAFs for external speakers
- Develop volunteer newsletter - produced quarterly
- Share more of the work that volunteers support on social media and website to celebrate the successes
- Ensure all volunteers have the resources they need to effectively carry out their volunteer role
- Research and develop volunteer training opportunities
- Create volunteer training log to track learning and development of active volunteers
- Identify targeted areas across the county where volunteers can make a real impact
- Facilitate opportunities for volunteers in the community
- Refresh volunteer survey - respond to feedback
- Focus on volunteer experience ensuring individuals feel connected to the organisation and their contribution is valued
- Managed lapsed volunteers -try to re-engage then update database
- Design volunteer promotional materials and resources

2020-2021

- Focus on recruiting young champion volunteers
- Develop relationships with colleges as reliable avenue for young volunteers
- Develop budget tracker for volunteer expenses
- Develop new ways of recognising volunteers
- Research and develop online Volunteer Hub, creating a log-in area for volunteer resources
- Create specialist volunteer roles that provide targeted support / projects in line with HW priorities
- Work toward our volunteers reflecting the patient and community we serve
- Track volunteer time activity and progress to recognise and celebrate their contribution
- Increase visibility of volunteering to drive recruitment
- Harness volunteer insight and expertise to gain greater reach throughout Cornwall
- Facilitate knowledge exchange between volunteers
- Understand and develop our resources for volunteering to enable growth of our volunteer base and range of activities they support across Cornwall
- Work toward a high-level satisfaction and retention of volunteers
- Develop light touch "appraisal" system (satisfaction and personal development focused) to roll out alongside the annual volunteer survey
- Work with staff to identify opportunities for volunteer support to become "the norm" to consider and include volunteer support in their work across the organisation
- Celebrate Volunteer week and key recognition days
- Harness inhouse expertise and external training opportunities to support volunteers in their roles
- Develop an annual volunteering impact report
- Conduct periodic reviews of training and effectiveness
- Ensure quality of our volunteer expertise demonstrates best practice at all stages of volunteering cycle
- Regularly post on social media and update website
- Review newsletter and gather volunteer feedback

2021-2022

- Complete annual volunteer survey - respond to feedback
- Host celebration event
- Review volunteer development plan
- Review and refocus volunteer recruitment focus
- Continue to review and update volunteer website pages
- Ensure updated policies are shared with volunteers
- Research training opportunities for volunteers
- Identify and test a social value tool to demonstrate the value of volunteer contribution to the organisation

Recruitment

Volunteer Application Form

We ask all our volunteers to complete this application form.

It asks for your basic contact information and a little background information on what you'd like to get out of volunteering for us.

Please email your completed form to rhiannon.pring@healthwatchcornwall.co.uk

If you don't have access to an email you can post your paper version using the address shown on the last page. Please write clearly in capital letters.

Personal Details

Office ref No:

Preferred Title (Mr, Miss etc)	
First Name	
Surname	
Address	
Post Code	
Telephone Number (Mobile)	
Telephone Number (Home)	
Email	

We will usually contact you via email unless you notify us otherwise. Please check the box if you wish to receive correspondence by post: ☐

When you join us as a volunteer, your email address will be added to our mailing list for the Healthwatch Cornwall newsletter and our volunteer specific newsletter. These are one of the main ways we communicate updates, news and volunteering information - if you wish to opt-out from the mailing list please let us know.



THINKING OF VOLUNTEERING?

Are you passionate about helping to improve people's experiences of health and social care service? Please get in contact if you'd like to help people in your community to have their say!

www.healthwatchcornwall.co.uk/contact-us or call us on 01872273501

Induction



Volunteer Induction Checklist

Welcome to Healthwatch Cornwall

We want new volunteers to be:

- happy with their decision to volunteer with the organisation
- energised and excited by our goals, values and the role
- a valuable contributor to our success
- clear about what's expected of them in their volunteering role

The goal of the first few months during the trial period is to help new volunteers to become familiar and comfortable with Healthwatch Cornwall's work and their volunteering role. To connect with other volunteers and staff members, and to respond to the basic needs and worries of somebody entering a new organisation.

The health and safety and wellbeing of new volunteers is one of the most important aspect of your role and during the trial period we will make sure you have information and policies relevant to your volunteering role.

It is important that the activities on this checklist are completed during the trial period and it is designed to work flexibly to fit in with the needs of the individual, the team and your nominated volunteer supervisor.

Volunteer Name	
Volunteer Role	
Volunteer Supervisor	
Start Date	

Induction Checklist for volunteers	Date & Initials
Who we are and what we do	
<ul style="list-style-type: none">• Welcome to the organisation - An overview of Healthwatch• Our values• Introductions to the rest of the staff and volunteer team	

Volunteer Induction Checklist

Your Role

- The role description
- Responsibilities and time commitments
- The volunteer induction pack
- Volunteer Agreement - expectations
- Policies and procedures
- Annual report
- Reference check
- DBS check - where appropriate
- Initial training
- Support needs discussed
- Questions and answers
- ID card
- Volunteer uniform - where appropriate

Supporting you to volunteer

- Main contact and how to reach them
- Where to find equipment and resources
- Catch ups & meetings
- Information on volunteer meetings, communications and social events
- What to do if there's a problem
- How expenses are paid
- Training opportunities

Staff Signature		Date	
Volunteer Signature		Date	



Volunteer Pack

healthwatch
Cornwall



Voluntary Health & Social Care Student Placement

Who are Healthwatch?



Healthwatch Cornwall [HC] is the consumer champion of adult and children's health and social care in the county. It listens to the experiences people have of local publicly funded care, whether positive or negative, and uses this evidence to help inform and influence the commissioners and providers of services.

What does the role involve?

Healthwatch Cornwall would like to offer you the opportunity to gain a greater understanding of our work, as well as the Health and Social Care sector, from the perspective of patients and their families. This will provide valuable insight which could help with your chosen career path.

The placement will be varied, giving you experience in the office as well as out in the community. You may support staff with;

- engagement activities, listening to people's stories and recording their feedback
- arranging events and drop-ins, positively promoting the work of Healthwatch Cornwall
- marketing and communications activities such as contributing to newsletters and key stories
- data inputting and supporting to analyse results
- forums, meetings and training



You will always be accompanied by a member of staff during your placement.

What will you get out of it?

Healthwatch Cornwall will support you to feel confident and fulfil the role during your time on placement by providing opportunities to:

- apply the theory and practice gained during your academic studies in a real-life work-place context
- help broaden your knowledge of the health and social care sector
- shadow partnership boards and strategic meetings
- build your confidence and communication skills



Induction continued

CONFIDENTIAL

Volunteer Emergency Contact Form

As a volunteer for Healthwatch Cornwall we need to know who to contact if an emergency happens or we are unable to get in contact with you and are concerned about your safety.

VOLUNTER NAME	
ADDRESS	
MOBILE	
SECONDARY PHONE NUMBER	
EMAIL	
START DATE	

Who should we contact in an emergency?

Please list at least two people who we could contact if, for example, if you are taken ill while volunteering and need somebody to collect you, or who could organise support for you.

NAME	TELEPHONE NUMBER / S	RELATIONSHIP TO YOU (e.g. partner, parent, friend)

Do you have a medical condition you want us to be aware of?

If so, please give brief details below, including any medication you take.

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Thank you for sharing this information. It will be saved securely in line with our data protection policy.

Volunteer Agreement - Healthwatch Cornwall

We really value our volunteers and the work they do and will do the best we can to make your volunteer experience with us enjoyable and rewarding. This Volunteer Agreement describes the arrangement between Healthwatch Cornwall and you.

Induction and training

- We will provide induction on the work of our organisation, the people involved, your volunteering role and the training you need to meet the responsibilities of this role.

Supervision, support and flexibility

- We will explain the standards we would like to achieve and encourage and support all our volunteers to achieve and maintain them.
- We will provide a named person who can meet with you to discuss your volunteering and any successes and problems.
- We will do our best to help you develop your volunteering role with us.

Expenses

- We will pay out of pocket expenses including travel to and from home to the place of activity, and refreshments where appropriate - see the separate Volunteer Expenses Policy for further information.

Health and safety

- We will provide any relevant training and feedback in support of our health and safety policy, and full risk assessments will be conducted for each activity.

Insurance

- We will provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

Confidentiality and Data Protection

- During your volunteering activity you may have access to information of a confidential nature. This could be as simple as having access to other volunteer's or members details or hearing personal details about somebody's health or social care experiences. When someone gives us any confidential information, they need to be sure that we will not pass this to anyone else without their prior permission.
- All information should be regarded as confidential, and as such should not be discussed outside the organisation.
- The only exception to this is if you have been party to any information which raises a concern to you, for example a safeguarding issue. In this case you will be expected to share this with your named Safeguarding staff contact.

Problems

- We will try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us and in the event of an unresolved problem will meet to discuss the issues.

Training

Online Hub
access

Sensitive
Conversations
Workshop

Mental Health
First Aid or
ASIST

In house
safeguarding
session

Healthwatch
England online
modules

Shadowing &
Buddy

Communication

- Quarterly in-person meetings - HCAF
- Volunteer Newsletter quarterly - Spring, Summer, Autumn and Winter ([Link](#))
- Regular email updates e.g. reports, important info, signposting info
- One to one in person catch ups and coffee, approx. twice a year
- Virtual catch ups via Teams and Zoom



Appreciation & recognition



Volunteer Survey



Volunteer Survey 2020

Thank you for your contribution to Healthwatch Cornwall

We are always striving to improve our volunteer program and would appreciate your help in answering some questions regarding your experience. This information will help us in identifying areas where we might do better and things you feel we are doing well.

Please be as honest as you can in answering the following questions.

All of the information will be kept confidential but will be utilised to ensure that we improve your volunteer experience with us and other volunteers too.

Volunteer Role	
Length of time volunteering	
Reason for volunteering	Yes/ No
Contribute to a cause that you care about	
Make a difference in your community	
Find purpose	
Interest in Health & Social Care	
Connect with your community	
Make new friends	
Get out of the house	
Improve mental health	
Use your skills in a productive way	
Develop new skills	
Improve your CV	
Other	

Volunteer Survey

Supporting you in your volunteering	Poor	OK	Good	Very good
Contact & communication with you				
Your volunteer induction				
Equipment and resources				
Catch ups & meetings				
Information at volunteer meetings and social events				
Training opportunities				
How expenses are paid				
What to do if there's a problem				
Feeling part of a team				
The organisation values my contribution				
There is a friendly culture and good relationship between volunteers and staff				
Do you have any other ideas or suggestions for ways we can support you in your volunteering role?				

Priorities moving forward

- Increase visibility of volunteering to drive recruitment, including regularly posts on social media and update website. With a focus on recruiting young champion volunteers
- Work with staff to identify opportunities for volunteer support to become “the norm” in their work which will enable the creation of specialist volunteer roles that provide targeted support / projects in line with HW priorities
- Work toward a high-level satisfaction and retention of volunteers and develop new ways of recognising volunteers including celebrating Volunteer week and key recognition days
- Harness volunteer insight and expertise to gain greater reach throughout Cornwall
- Gather volunteer feedback via survey and implement feedback
- Research and develop online Volunteer Hub, creating a log-in area for volunteer resources
- Work toward our volunteers reflecting the patients and community we serve
- Utilise inhouse expertise and external training opportunities to support volunteers in their roles and conduct periodic reviews of training and effectiveness.