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‘Hands on’ Volunteers

TRACEY O’HARA –
HEAD OF PEOPLE & DEVELOPMENT

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Aims of the ‘interactive’ session

By the end of the session we will have talked about…….

- Who are our ‘Hands on’ Volunteers
- How do we recruit them?
- What training do we offer them?
- How do we motivate and retain them?
- Case Studies
- Questions

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What does the term ‘Hands on’ Volunteer mean to you and your Hospice?

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FNH ‘Hands on’ Volunteers

- Nursing volunteers
- Patient Companions and Meet & Greeters
- General Helpers and Afternoon Tea
- Drivers
- Day Hospice helpers
- Complimentary Therapists
- Bereavement Listeners
- *Gardeners?*

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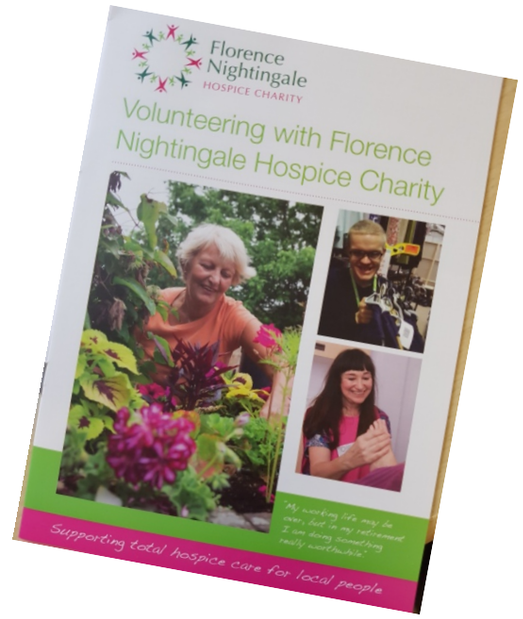
Recruitment Process



- Advertising
- Application form and booklet
- Interview – Gap Analysis
- References
- DBS Checks
- Occupational Health Checks

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Group discussion

What training do you offer your volunteers?

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What we do

- Shadowing/on the job
- Induction Checklist (examples available)
- Induction presentation
- H&S, Conversation Partners and Self Care (examples available)
- Bereavement Training
- Manual Handling and annual support meetings (Drivers)

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Retention of ‘Hands on’ Volunteers

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Retention, Recognition and Engagement

- Induction feedback form
- Social Events
- Thank you events
- Cakes and chocolate!
- Engagement Survey
- Volunteer Forum
- Volunteer Newsletter
- Long Service & External awards

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Case Studies

Marion and Pearl

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Summary & Questions