

# New in Post – Hit the Ground Running & Overcome the Pitfalls!



[www.stpetershospice.org](http://www.stpetershospice.org)

  /stpetershospice

Registered Charity No. 269177



**St Peter's Hospice**  
For Patients, Families and Bristol

# Volunteer Resources Department

**“Aims to provide clinical and commercial operations with a motivated, trained, supported and integrated volunteer workforce.”**



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**1559 volunteers covering 20 different roles.**

**Youngest 13, Oldest 96.**

**Hospice volunteers gave 27,000 hours of service and covered over 5000 shifts.**

**Shop volunteers gave 165,000 hours equivalent to £1.2m**

**Community drivers covered 55,000 miles**

**Bereavement support volunteers provided 628 sessions**

**Hospice Neighbours made 1000 visits to patients in their own home**

**Complimentary therapy volunteers gave 450 sessions in Day hospice and IPU**

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*“I get more from being a volunteer than the patients do. It’s very satisfying – that’s the thing about giving”*

**Peter Little – Day Hospice Volunteer.**

**£2.1 Million**



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# Starting in Role

- **Ensure staff with a responsibility for managing volunteer are properly trained and supported.**
- **Identify new volunteer opportunities that add value to existing work.**



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**Ensure staff with a responsibility for managing volunteer are properly trained and supported.**

## **Retail Managers and Volunteer Recruitment..**

- **Understand the culture and identify the need.**
- **Bring people with you on the journey.**
- **Volunteer management training and recruitment workshops.**
- **Keep on supporting.**



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# Identify new volunteer opportunities that add value to existing work.

## Broaden IPU Volunteer Role..

- **Consulted**
- **Addressed risk and associated fear**
- **Involved**
- **Supported staff with rota challenges!**



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