



**HOSPICE**  
VOLUNTEER MANAGERS  
**NETWORK**

# Conference 2024

5<sup>th</sup> & 6<sup>th</sup> March

**Bristol**

# Welcome

Dear Colleagues,

I am pleased to be writing this in one of my first official capacities as your Chair of the Hospice Volunteer Managers Network (HVMN), after our rebrand in 2023 which included changing our name from the Association of Volunteer Managers (AVSM) to our new name. I am grateful for your faith in voting me into this position and on behalf of the Exec Committee, we look forward to welcoming you, those who are able to join us to our 2024 annual National Conference in March.

Our conference is everything Hospice, Charity Retail, Fundraising and Volunteer Management. Last year, based on feedback from attendees, our conference was a big success. It was amazing to see our colleagues and members face to face after the pandemic, and it was clear from those who attended that the benefit of a face to face conference was wanted and appreciated. Because of this, and to recognise that not everyone can attend each year, we made the decision to host up to three national virtual events each year, as well as to continue with our in person conference, all of which we hope will be of great benefit to our members.

Although the pandemic has abated, we all know it is still having an impact on volunteer demographics, which have continued to change; people's priorities, motivation and availability are still in flux and overall, the volunteering landscape and future looks quite different. To continue to be effective in our roles we need to understand and adapt to these changes.

Over two days in the historic port of Bristol, as a delegate you will partake in an informative, thought-provoking and practical conference to inspire and support you in your work. Between us, Hospice Volunteer Management is one of the largest forces of volunteer management in the UK. For example, nearly 1 in 4 charity shops run in UK are run by a hospice, so combined we engage one quarter of all charity shop volunteers.

At this year's conference, we have another amazing line-up of speakers, including Rob Jackson and Julia Edwards from the Charity Retail Association.

We hope as many of you as possible will join us to learn, share and network with colleagues dealing with the same or similar challenges that you face, and to share your successes. Together we can meet any challenges in creative and meaningful ways and help volunteering evolve in all aspects of your Hospice.

Your Chair,  
Peter Nesbitt



# Conference Sponsors

Our 2024 Conference has very kindly been sponsored by Better Impact and Volunteer, two fantastic Volunteer Management Systems. The teams from both Better Impact and Volunteer will be joining us at the Conference to show you how the systems could work for you in your organisation.



## **Volunteer Management Revolutionised**

Volunteer management software built in direct partnership with UK charities and volunteers. Designed to maximise efficiency, minimise stress, and make the volunteering experience as streamlined as possible for everyone involved.

**[www.volunteero.org](http://www.volunteero.org)**



Better Impact has been serving volunteer services and donor relations teams with program management software, since 2000. Small, medium and enterprise sized organizations across the USA, Canada, Europe, Australia, and New Zealand utilize our solutions. When you choose Better Impact, you receive more than intuitive, reliable, and secure products designed with your program needs in mind. The people behind Better Impact are an impressive extension of the product and of your team.

**[www.betterimpact.co.uk](http://www.betterimpact.co.uk)**

# Programme

DAY 1 – Tuesday 5 <sup>th</sup> March	
9.30am – 10.15am	Registration and tea/coffee
10.15am – 10.30am	Opening address – Peter Nesbitt, HVMN Chair
10.30am – 11.45pm	Keynote Speaker Rob Jackson – Stop Being So Bloody Nice
11.45am – 12.15pm	Short Talks
12.15pm – 12.30pm	Sponsor 1 talk – Better Impact
12.30pm - 1.15pm	Lunch
1.15pm – 2.45pm	Workshop Session A Rob Jackson – Recruitment Isn't the Answer Sarah Boardman - Ways to champion diversity and inclusion Katherine Perrin – Measuring Impact: HVMN's Member Toolkit Dominic Mellor - Engaging volunteers with a learning disability
2.45pm – 3.00pm	Tea / Coffee
3.00pm – 4.30pm	Workshop Session B Rob Jackson - What nobody is talking about in volunteer engagement Sarah Kamphaug – Growing the Retail Volunteer Base Katherine Perrin – Developing a Volunteering Strategy: HVMN's Member Toolkit Dominic Mellor - Engaging volunteers with a learning disability
4.30pm – 5.00pm	VMQs
5.00pm	Round Up of Day One
5.30pm	Host City Experience
7.15pm – 7.45pm	Drinks Reception
7.45pm	Conference Dinner

## DAY 2 – Wednesday 6<sup>th</sup> March

9.00am – 9.30am	Registration (day delegates only) & Tea/Coffee
9.00am – 10.00am	HVMN AGM
10.00am – 10.15am	Welcome address
10.15am – 11.30am	Keynote Speaker Julia Edwards – The Social Return on the Investment in Charity Shops
11.30am – 11.45am	Tea / Coffee break
11.45am – 12.00pm	Sponsor 2 talk – Volunteero
12.00pm – 12.45pm	Short Talks
12.45pm – 1.30pm	Lunch
1.30pm – 2.00pm	Networking session
2.00pm – 3.30pm	Speed-Dating Style Workshops
3.30pm	Closing Remarks

# Keynote Speakers

## Rob Jackson

Rob Jackson is Director of Rob Jackson Consulting Ltd, a consultancy and training company that helps engage and inspire people to bring about change.

Rob has almost 30 years experience working in the voluntary and community sector, holding a variety of strategic development and senior management roles that have focused on leading and engaging volunteers.

Rob has run his company since 2011 working with a wide range of clients in the UK, Australia, New Zealand, Europe, the USA and Canada.

Rob is co-author of The Complete Volunteer Management Handbook (DSC, 2012 and 2019) and From The Top Down - UK Edition (Energize Inc., 2015).



## Stop being so bloody nice

People who manage volunteers are usually nice people. Unfortunately, our niceness can sometimes hold us back. From Chuck Norris to Billy Ocean this keynote will explore why and how we should be tougher in four different contexts.

## Julia Edwards – Charity Retail Association

Julia joined the Charity Retail Association in May 2015 to organise and develop the training and events programme. Since then she's gone on to take the strategic lead for volunteering and is responsible for representing retail volunteering on several national volunteer steering forums and groups. Previously she worked at Diabetes UK managing residential events for children with Type 1 diabetes and around 500 volunteers who supported the programme. Prior to this, she was responsible for events at a small educational charity where she organised training days, awards ceremonies and their flagship conference. In her spare time Julia volunteers on her daughter's school PTA and is an avid rugby fan.



## The social return on investment of charity shops

Hear about the recent CRA commissioned research into social value and how you can apply it to your retail volunteers and shop chain to calculate your social return. This research can help you to think differently about Charity Retail and realise that it's 'more than just a shop'.

# Workshops Session A

Tuesday 1.15pm

## Option 1

### **Recruitment Isn't the Answer**

**Rob Jackson (Rob Jackson Consulting Ltd)**

Everyone knows recruitment can be tricky now, post lockdowns etc.. But the answer isn't simply trying harder to recruit. We need better, more flexible, opportunities that fit with people's interests, motivations and availabilities. We need a culture in our organisations that welcomes and nurtures the potential of volunteers, not one that sees them as being nice but not essential. This isn't just down to the Volunteer Engagement Professional - everyone needs to embrace it. In short we need a sea change in our organisations. This session will explore what needs to happen and how we as leaders can get the ball rolling.

## Option 2

### **Ways to champion diversity and inclusion in your volunteer team**

**Sarah Boardman – Retail Volunteering Operations Manager – British Heart Foundation**

Sarah Boardman currently works for British Heart Foundation in the role of Retail Volunteering Operations Manager and heads up all volunteering activity to support the BHF's retail operation across their 700 shops and stores. Across retail, volunteers donate 3.5 million hours of volunteering time each year and play a vital role in the successful retail operation, both on the high street and online. Sarah played a lead role in the development of BHF's new Volunteering Strategy which pledges to make volunteering at BHF easy, flexible and inclusive and is accountable for operationalising this strategy.

## Option 3

### **Measuring Impact: HVMN's Member Toolkit**

**Katherine Perrin**

Most people will agree that involving volunteers in their team or their organisation as a whole is a great thing. But how many (including you!) can outline exactly what impact they have? In this interactive workshop, we'll look at what impact measurement really is, why it's important, and crucially have a go at some of the methods you can use to demonstrate impact in your organisation.

## Option 4

### **Engaging volunteers with a learning disability – making it a success for everyone**

**Dominic Mellor - Mencap**

How do you recruit and support volunteers with a learning disability into your teams ensuring it's a positive experience for everyone involved? We will look at ways to make your volunteering journey inclusive, provide some hints and tips for sharing with your colleagues working alongside volunteers with a learning disability.

# Workshops Session B

Tuesday 3pm

## Option 1

### What nobody is talking about in volunteer engagement

**Rob Jackson (Rob Jackson Consulting Ltd)**

Rob will share his thoughts and lead discussions on some topics in volunteerism that we should be considering but no one seems to be talking about. These might include:

- New horizons: Artificial Intelligence, driverless vehicles and associated tech
- The future of work and the four-day week: opportunities and challenges
- Universal Basic Income - a transformation in volunteering

## Option 2

### Growing the Retail Volunteer Base

**Sarah Kamphurg – Dorothy House Hospice**

An interactive session on how Dorothy House increased their Retail Volunteer numbers by developing a new role of Retail Volunteering Support Officer and how this impacted across the Retail network. A look into how to attract new and retain existing volunteers by using a variety of methods and toolkits. How to engage with the local community and establish essential partnerships to maximise awareness. To engage in the power of technology and how to use it effectively.

## Option 3

### Developing a Volunteering Strategy: HVMN's Member Toolkit

**Katherine Perrin**

Whether a strategy is on your to-do list or whether you're on the fence about its value, this practical workshop looks at why a volunteering strategy is critical and breaks the process down into manageable steps – helping you understand how to develop a collaborative piece of work, that is based on evidence and available resources, and creates a shared vision of where volunteering should be.

## Option 4

### Engaging volunteers with a learning disability – making it a success for everyone

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How do you recruit and support volunteers with a learning disability into your teams ensuring it's a positive experience for everyone involved? We will look at ways to make your volunteering journey inclusive, provide some hints and tips for sharing with your colleagues working alongside volunteers with a learning disability.



## Other Conference Features

### Short Talks

We will hear from a number of presenters in our popular Short Talks sessions. Your colleagues will offer a small insight into projects they've worked on and wisdom or learning they are keen to share in a short 10 minute presentation. There will then be opportunity to speak with them directly to hear more.



### VMQs

We will have an open panel with experts in their fields, answering the trickiest of questions from our delegates. Whether you need guidance on best ways to engage your CEO or tips in sustaining shop volunteers, this panel will be able to share their experience and suggestions.

### Speed Dating Workshops

New for 2024! Rotate between three half-hour quick-fire workshops discussing hot topics with your colleagues and expert members.

### Host City Experience

At the end of the first day this is an optional opportunity to get out and about in our host city of Bristol as a group, stretch your legs and experience this city. Further details to be shared during the course of the day.



### Networking

The HVMN conference is an incredible opportunity to spend time with people in the same boat as you, share tips, resources or just get some great peer-support. There are plenty of opportunities to network.

## Conference Venue

This year the Conference will be held at the Radisson Blu Hotel in Bristol. The venue is located close to the historic docklands area of Bristol and is within walking distance of Bristol Temple Meads Railway Station.

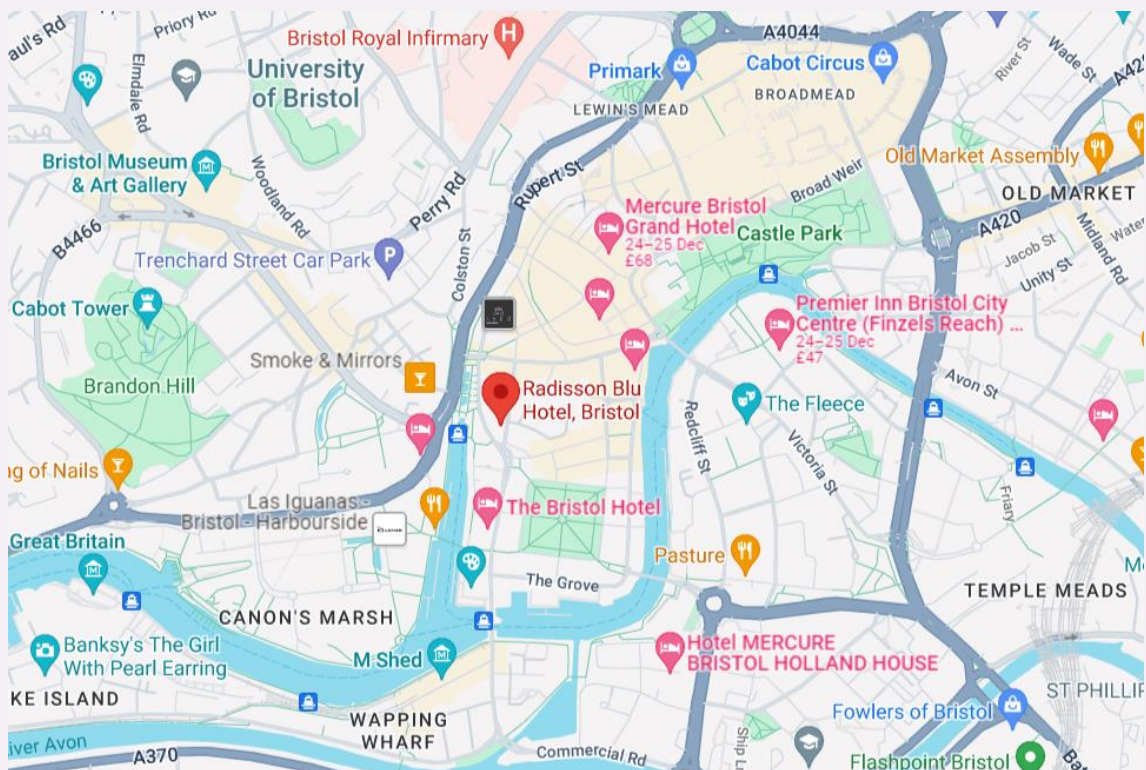


Lunch, snacks and refreshments are included in all conference packages. Breakfast is included in residential rates. On Tuesday 5<sup>th</sup> we will be holding our Conference Dinner in the evening, this is a great chance to socialise with other delegates. The three course dinner is included in residential rates and is an optional extra for day delegates.



Bristol Temple Meads Station is a 15 minute walk, alternatively there are local parking options available (chargeable). Bristol also has an airport just outside the city.

**Radisson Blu Bristol, Broad Quay, Bristol BS1 4BY**



## Pricing

### Hospice Volunteer Managers Network Members

*(Previously known as AVSM)*

Package	Included	Price
2-Day Residential Delegate	Attendance at Conference for 2 days, accommodation on Tuesday 5 <sup>th</sup> and Conference Dinner on 5 <sup>th</sup> . All food and refreshments included (inc. breakfast on 6 <sup>th</sup> )	£295
2-Day Day Delegate	Attendance at Conference for 2 days, lunch and tea/coffee included	£195
1 Day Tuesday Day Delegate	Attendance at Conference on Tuesday only, lunch and tea/coffee included	£145
1 Day Wednesday Day Delegate	Attendance at Conference on Wednesday only, lunch and tea/coffee included	£145
Conference Dinner for Day Delegates	Attendance at Conference Dinner – 3 course dinner included – Only Day Delegates need to book.	£30

### Non Members

Package	Included	Price
2-Day Residential Delegate	Attendance at Conference for 2 days, accommodation on Tuesday 5 <sup>th</sup> and Conference Dinner on 5 <sup>th</sup> . All food and refreshments included (inc. breakfast on 6 <sup>th</sup> )	£385
2-Day Day Delegate	Attendance at Conference for 2 days, lunch and tea/coffee included	£280
1 Day Tuesday Day Delegate	Attendance at Conference on Tuesday only, lunch and tea/coffee included	£230
1 Day Wednesday Day Delegate	Attendance at Conference on Wednesday only, lunch and tea/coffee included	£230
Conference Dinner for Day Delegates	Attendance at Conference Dinner – 3 course dinner included – Only Day Delegates need to book.	£35

**Book Online**

[www.hvmn.org.uk](http://www.hvmn.org.uk)



