

Volunteer Skills

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**Making the
Most of
Volunteering**

**PART OF THE 'FIRST 33
HOURS' PROGRAMME FOR
NEW VOLUNTEERS AT
CAMBRIDGE UNIVERSITY
HOSPITAL.**

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Skills for New Volunteers

YOUR ASPIRATIONS AND GOALS

At induction you're asked to write down your aspirations for volunteering – what gave you the incentive to volunteer and what you hope to achieve from the experience. Some 18 weeks later, at the group cohort meeting, you'll meet up with your induction group and have a chance to review what you've achieved.

By that time, you'll have accrued more than 30 hours of volunteering. That's the equivalent to four working days, which may not seem very much. But by volunteering little and often, and having a chance to reflect on the experiences you have each session, you are gaining *experience over time*.

We hope that many of our volunteers will continue to volunteer at CUH once they've completed their 30 hour minimum commitment, as we develop a range of roles and continue to measure the impact of volunteering.

All that we do as a department has one overarching aim – to improve our patients' hospital experience. We develop volunteering roles to have a direct correlation with better outcomes for patients – whether these are physical, psychological or a combination of both.

We are able to make a difference for patients through the unceasing efforts of the individual volunteers in our team. We recognise that your individual aspirations, experiences and commitment are what make it all happen. This skills builder focuses on you, the volunteer – rather than you in your relationship with the patient. We hope you find it useful.

CONFIDENCE: FOCUS: DIRECTION.

Confidence, in this context, means *a feeling of self assurance arising from an appreciation of one's own abilities and qualities* (Oxford English dictionary).

Confidence for our volunteers is something that we anticipate will grow over time, as you become accustomed to your role and to the hospital environment.

Focus is your immediate aim for your next volunteering session, something you are going to pay attention to. It is a good idea to have something in mind. What aspect of your role are you going to focus on? It could be talking to patients, or listening skills, or finding out where the kitchens are, for example. If you set yourself something to focus on you'll be able to build your confidence more quickly. Don't try to do too much though, or it'll have the opposite effect and your confidence will drop.



Direction is your overall aim for your volunteering and will be tied up with your motivation and aspirations.

INSPIRATION CORNER

Are you looking for inspiration? If so, you might find what you're looking for in what we've rather grandly named 'inspiration corner'. Look on the signing in desk for the bowl of 'angel cards'. These are small cards with inspirational words and pictures. You can shuffle through them, select one or two to use as your focus for the session, use them for reflective practice and developing insight. They're not for everyone – but they can be very helpful in reminding us why we're volunteering. You can use them in one to one sessions too – to book, just ask a member of staff or one of the link volunteers.

HELP AND SUPPORT

33 Hours Programme

This programme supports new volunteers through their first 33 hours of volunteering. That's one hour for the electronic or 'e' induction, two hours for the induction session and at least 30 hours of volunteering in your role.

You can use the Volunteer Skills Builders to give you guidance each week. You can read them in any order, or even all in one sitting if you like – but to get the best use, read one a week and use it as a focus for your next volunteer session.

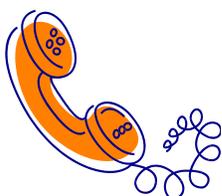
Don't forget to bring your volunteer hours card in each time you volunteer and get it stamped. When you achieve 10 hours you'll be asked to complete a review on an iPad so you get an early chance to feed your views back. You'll see when you achieve 30/50/100 hours volunteering as these milestones are marked on the card.

Around 18 weeks after the induction, you'll be invited back to your cohort meeting – you'll be given the date at induction. The cohort meeting will be a chance to reflect on your volunteering experience, share your knowledge with the group, and consider the future options. If you've completed a minimum of 30 hours volunteering and can present your stamped volunteer card as evidence, you will be presented with:-

- Your 30 hour pin badge and certificate.
- A written reference.

We'll also talk about the volunteering opportunities available at this point – we want you to continue volunteering with us, if your circumstances allow!

We try to place volunteers in pairs or groups so that you do not feel isolated, especially in the early sessions. Don't be tempted to spend more time with your fellow volunteer than the patients, though! We have **link volunteers** who are more than happy to talk to you about any aspect of volunteering. Voluntary services staff are there for you too. Please ask if you have any questions or would like to book a **one to one support session**. The support session will be with a member of staff or a link volunteer. We allow half an hour, either on the telephone or face to face. Please note, this is not a counselling session, but to discuss aspects of volunteering with you.



TELEPHONE COUNSELLING

Don't forget you have access to free telephone counselling via Care First. This is a 24 hour service. Please call 0800 174319 or visit www.carefirst-lifestyle.co.uk

TRAINING

Once you've completed your 30 hours qualifying period, face to face training opportunities become available. These include:

- Nutrition Champions (whole day) Training

VOLUNTEER SKILLS BUILDER

- Dementia Champions (whole day) Training
- Communication Skills (two hour session)

WORK EXPERIENCE

Work experience is very different to volunteering. When you volunteer, the focus is on helping the patients. In contrast, work experience allows potential NHS recruits to shadow professionals or experience an aspect of the work place. Work experience placements are limited and are usually of very short duration. If you're thinking of a career in the NHS and you'd like to find out more, please explore the work experiences pages on our website at cuh.org.uk

DON'T BE OUT OF POCKET

You'll find an expenses form in your welcome pack. We'll pay 24p per mile (up to 30 mile round trip), for bus and train fares (up to £5 per session) and there is free car parking on site. We will arrange car parking, should you need it, when you get your ID badge – but this can be added at any time, just contact Voluntary Services.



RECOGNITION

NEW for 2014, we now offer pin badges and certificates when volunteers complete:

- 30 hours (around four months)
- 50 hours (around six months)
- 100 hours (around one year)
- 200 hours (around two years)

5 years	25 years	45 years
10 years	30 years	50 years
15 years	35 years	
20 years	40 years	

In 2014, volunteer Maureen Ryan earned her **50 year** volunteer award. Each year we recognise long serving volunteers at the Volunteer Awards Lunch.

Other social events are available to volunteers too – please check the communications board or ask staff. If you have any ideas for an event, please let us know.

DISCOUNTS

A range of discounts and special offers are available to all staff and volunteers. Please check the notice board in Voluntary Services for the details.