



# National Association of Voluntary Services Managers

## eNewsletter June 2021

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## 1. **Message from the Chair**

I have seen so many fantastic case studies this week on social media with clips of volunteers explaining what they do as a volunteer and why they are involved with the organisation. Behind each of these amazing stories is a team of voluntary service managers who go above and beyond to make it happen and although volunteer's week is about the volunteers and their amazing contribution, at NAVSM we salute your work and passion to make it happen. I have been lucky to have been invited to some of our recent regional hub meetings and have listened to our members views and concerns, what has been apparent is how well you have introduced and adapted to change to maintain effective voluntary services but also how the challenges you face are across regions and very similar. This past year has been a steep learning curve for us all and when we come out the other end we will reflect and see the enormity of your efforts and realise the real difference you have made. At NAVSM we are here to support you, as many of you know we are currently relaunching our service and await the imminent arrival of our new website so we can sign up our members and increase communications to support you, we are particularly focused on how we can support your development and tackle the concerns you have raised to influence changes in the sector.

The NEC are pleased to welcome Paul Wharton as our new vice chair, Paul is an experienced VSM like all our NEC, currently working on our operational objectives as we hope for a gradual return to some sort of normality. We are sorry for the delay in getting NAVSM back on-line but hope you will join us for the remainder of the year on a free membership basis, information will be coming soon.

Happy Volunteers Week to you all, enjoy some sunshine and get a break when you can be ready for what looks like a busy winter ahead.

Kindest regards,

*Barry Pridmore - Chair.*

## 2. Vacancies on the NEC

If anyone is interested in joining the NEC, please get in touch – it is an amazing opportunity to develop new skills, expertise and knowledge, work with a great team, meet new people and make a difference.....and it's incredibly rewarding.

If you would like to find out more, or join our next meeting, please contact Barry Pridmore, Chair: [Barry.Pridmore@rmh.nhs.uk](mailto:Barry.Pridmore@rmh.nhs.uk) or Paul Wharton (Vice Chair) [paul.wharton3@nhs.net](mailto:paul.wharton3@nhs.net)

or for more information or speak to any of our Hub Chairs.

## 3. Volunteers week – The Community Spirit That Has Seen Us Through The Pandemic Can Sustain Us In Recovery

Dr Neil Churchill is Director for Experience, Participation and Equalities at NHS England. [Read his open 'Thank You'](#) to each and every volunteer who has supported the NHS.

## 4. Volunteers Week: Volunteering Post Pandemic: Lessons Learned

Our very own Sally Dyson, East Anglia Hub Chair, discusses the impact that the pandemic has had on volunteering, how it has raised the profile of volunteering in healthcare, how change has meant the need for creativity, and how improving and growing our volunteer services will help us meet new challenges. Read Sallys NHSE/NHSI article [here](#).

## 5. High Impact Virtual Volunteering

While lots of precautions will continue to be taken to ensure onsite volunteering can be done safely amid the ongoing threat from COVID-19, it also means that virtual volunteering – using the Internet to support and engage volunteers – is going to still be necessary, even for organisations that avoided the practice for decades. [In this blog](#), Jane Cravens talks about the future of Virtual Volunteering and what high impact Virtual Volunteering could look like.

## 6. NCVO ANNOUNCES DETAILED PLANS FOR FUTURE OFFER TO MEMBERS, CHARITIES AND VOLUNTEERING

The National Council for Voluntary Organisations (NCVO) recently announced new long-term goals after a year long strategic planning process that included a wide consultation across the sector. The umbrella organisation for charities has outlined plans for its future offer to members. This is based on insight gathered throughout last year listening to over 900 stakeholders from across the sector but is also in response to the impact of covid-19 on the organisation and changing needs of its members. This has meant careful decisions about where it can have the greatest impact and the role it needs to play. As part of the process, NCVO has considered what new services it develops, what it does in partnership with others, and what it will stop doing. [Read more](#)

## 7. Nonprofit Leadership: How to Embrace Failure for Success

Are you hiding your nonprofit failures, ashamed that you've made them? Worried that they'll make you look bad?

In her recent blog, Tobi Johnson challenges some assumptions, makes the case for greater transparency, and give some tips on how we can all fail forward with greater [grace and purpose](#).

## 8. Latest Newsletter from Rob Jackson Consulting

Click on the link to sign up to Robs latest newsletter. In the February /March issue, he talks about four things that leaders of volunteer engagement need to consider right now – Policies for returning volunteers, A short term volunteer slump, Frictionless volunteering and also Building back better. Powerful reading !

In his [latest blog](#) Rob calls for a new approach to impact leadership that has a greater value than hard currency. He suggests that relationships must be nurtured by leaders to ensure they are sustained.

## 9. NHS Reset: Has COVID-19 accelerated the role of volunteering across integrated care?

NHS Reset is an NHS Confederation campaign to help shape what the health and care system should look like in the aftermath of the pandemic. Here, Paddy Hanrahan, director of strategy and innovation at Helpforce, writes on how as the NHS faces its biggest challenge, watching our communities come together to support the most vulnerable has brought much-needed hope.

## 10. Episode 13: Volunteering across the UK during the pandemic - Podcast

NCVO is working with SCVO, WCVA and Volunteer Now on a research project at Northumbria University to explore voluntary action during covid-19. Funded by the UK Research Institute this project will compare voluntary action policy frameworks across the four nations in response to covid-19 and their effectiveness. In particular, an exploration into who has responded to the call to volunteer during the pandemic and whether the profile of volunteers has changed. Looking forward, this project will evaluate social welfare voluntary action responses to the pandemic, to help guide the UK volunteer effort toward national recovery and future preparedness. [Listen to this podcast to find out more](#) and follow @MVAin4

## 11. How Cultivating Professional Boundaries for Volunteer Managers Can Help Banish Burnout

Effective volunteer programs are only possible when leaders of volunteers are supported and able to do their best work. So, we need to be able to encourage them to stay balanced and productive. With so much happening that is out of our control, this is easier said than done. Valerie Mercadante from Tobi Johnson & Associates [tells us how.](#)

## 12. Never forget, You have a hand in this

[In this article](#), Meridian Swift recognises that whilst we as volunteer managers are fighting for professional recognition, and for volunteerism to be recognised as a society changing force, we should also reflect on the impact the we, in our roles, have had on the lives of many and to realise that how meaningful what we do is to our volunteers.



Attachment-1.pdf

### **13. Pro Roundup for Volunteer Coordinators: Digital Marketing for Nonprofit Success**

We are all using technology on a day to day basis. If you regularly communicate with others as part of your role, you will no doubt be using Digital Marketing – it has become ingrained in our ways of working. Tobi Johnson [talks about](#) how developing digital marketing skills relates to success in volunteer recruitment and management.

### **14. Impact support during Covid 19**

In the midst of the coronavirus crisis, there's an opportunity for the voluntary sector to make the most of data and information. [This page](#) shares resources and events to support you with evaluation during COVID-19.

(Just in case the hyperlink doesn't work – please copy and paste the following into your browser <https://www.inspiringimpact.org/impact-support-during-covid-19/> )

### **15. Strengthen Your Volunteer Community**

Key to leading volunteers is keeping folks engaged. Enjoying deep engagement and commitment isn't magic! It takes a smart strategy. VolunteerPro has a FREE mini-course, The Art & Science of Volunteer Accountability that explains what it takes to be an “architect of experience” and realize success for your volunteer team. In this short lesson, we share how to harness the science of trust for better supervision and deepen connections with volunteers through purposeful strategy. [Click here to Enrol.](#)

### **16. Tobi Johnson on Modelling Powerful Resilience for Yourself and in Leading Volunteers**

When leading volunteers, among the many skills you'll find helpful, a good measure of resilience is important. We know, as leaders in this world, that we need to be there for other people. One thing we should recognize is that we also need to be there for ourselves. Having resilience is one way we can do that. [Read more:](#)

### **17. What Do Managers of Risk and Managers of Volunteers Have in Common?**

Daniel Ingram is the Association of Volunteer Managers Director. [Here](#) he discusses the similarities between volunteer managers and those who manage risk.

### **18. Addressing health inequalities through volunteering**

Dr Jurgen Grotz is the Director of the Institute for Volunteering Research (IVR) at the University of East Anglia (UEA). [This blog](#) is part of a series of work NCVO and IVR are carrying out as part of the Voluntary, Community and Social Enterprise (VCSE) Health and Wellbeing Alliance.

### **19. Five Ideas for Virtual Volunteer Appreciation Events**

June is now upon us, and with it comes National Volunteer Week .Even though with the arrival of vaccines there are hopes of in-person celebrations on the horizon, the likelihood that you'll be able to host large events in person is likely still months away. You might also be turning your wheels wondering how your online event can stand out from all the others. [Read on](#) for 5 ideas from Tobi Johnson for fun and engaging virtual volunteer appreciation events volunteers will actually want to attend!

## 20. Two Videos from Jane Cravens -

- **Advocating for Diversity in Volunteer Engagement is NOT Easy - a short video by Jayne Cravens**

[This video](#) by Jayne Cravens is about the resistance you will get in advocating for diversity and inclusion in volunteer engagement and how to prepare for it

<https://www.youtube.com/watch?v=kxdGzHU-I1E>

- **Is virtual volunteering going away after the pandemic?**

“NO !” says Jayne – [watch here](#)

## 21. The Value of Volunteerism: 5 Real Life Measures That Truly Count

The fact that there are countless techniques for attributing monetary equivalents to the value of volunteerism means that we still lack a single universal way to calculate or express it. [This article](#) written by Mary Lynn English, looks at some of the methods of volunteer evaluation, but says that it is really up to each of us to determine how best for us to demonstrate it.

## 22. As a Volunteer Manager, What Is Your Role in Nonprofit Crisis Communications?

Communicating effectively as a leader in today’s world is more important than ever. Taking a stand for your organisation’s values and ensuring volunteers know how they fit in is essential. Tobi Johnson has developed a simple framework for how to plan what, when, and how you will communicate with her five C’s for better crisis communications. Access the article [here](#)

## 23. Free Volunteer Management Books

Susan Ellis was one of the worlds experts on the management of volunteers and her company, Energize, was the world’s largest publisher of books on volunteer management. They have now released a number of her volunteer management books for free. If you are a person that works with volunteers, or wants to, [all of these books are worth your time to read](#) (don’t just download them!)

## 24. We Are Building Back Better, But For Whom?

The light at the end of the COVID-19 pandemic tunnel may finally be coming into view. After over a year of lockdowns, restrictions and changes to how we all live, there is the promise of a return to something like the lives we used to lead. In this *Points of View* article, *Rob Jackson and Erin Spink* wonder: Are you, as leaders of Volunteer Engagement, actively involved in ‘building back better’ discussions in your organisation? Because if we’re not actively engaged in these discussions, will volunteers even be considered? There are some possible scenarios for what might happen if we are left out of the building back better conversations, and includes an interesting point of view regarding the use of Microsoft Teams. [Read more here.](#)

## 25. Twelve more nuggets of wisdom for Leaders of Volunteer Engagement

Rob Jackson shares twelve nuggets of wisdom for our enjoyment and inspiration.

<https://robjacksonconsulting.wordpress.com/2021/04/16/twelve-more-nuggets-of-wisdom-for-leaders-of-volunteer-engagement/>

## **26. “Laddering” in Volunteer Management: What It Is, and Why It May Be Important**

What is meant by laddering? Simple. It’s the idea that there are clear steps into the profession and upward mobility of Volunteer Engagement Professionals roles in organisations and the sector. This 2018 article written by Rob Jackson and Erin Spink discusses why career progression in the management of volunteers is necessary to ensure our profession is recognised and [valued](#).

## **27. CH-CH-CH-CH-Changes: How COVID has changed volunteering and volunteers – Mobilising UK Voluntary Action during COVID-19**

Dr Jurgen Grotz from the Institute of Volunteering research was asked to speak at TeamKinetic’s 5th Annual Volunteering Conference 2021 in the context of the conference theme of ‘change’. [Here](#) he talks about what he discovered from his interactive polls.

## **28. Kickstarting A New Volunteer Revolution**

Social Mobility: Unleashing the Power of Volunteering is the second in a series of research-led reports in which Royal Voluntary Service, alongside leading volunteering experts, examines the motivations, attitudes, benefits, routes and barriers to volunteering, and discusses the implications for civic life and society. The first report in the series, Kickstarting a new volunteer revolution<sup>1</sup>, explored first-time volunteering and made recommendations for ways to encourage more individuals to volunteer for the first time. [Read the report here](#)

## **29. Volunteering – wellbeing – volunteering: a virtuous cycle?**

The evidence is already clear and overwhelming that volunteering can be good for volunteers’ wellbeing, and that volunteering is best for the wellbeing of those who need it most, people who may experience lower levels of wellbeing.

The review out today also suggests that high levels of wellbeing are good for volunteering – and that happier people are more likely to get involved in their communities, and that feeling better can enable volunteers to increase their volunteering. [This review here](#)

## **30. What Nine Days on a Boat Taught Me About Volunteer Team Development and Being a Leader**

Volunteer team development can be tricky – we want our volunteers and employees to work in harmony. But how do we pull it off? Sometimes, it’s by reflecting on our own experiences. Read the article by Mary Lynn English [here](#)

## **31. Spring Cleaning: How to Refresh Your Volunteer Program Documents**

Tobi Johnson asks” Are your documents dry and boring?” She says they don’t have to be! And that now is the time to conduct a quick volunteer program evaluation to ensure your volunteer program documents and materials are primed to inspire and [motivate volunteers](#).

## **32. Volunteering Can Increase Wellbeing**

The Institute for Volunteering Research, Spirit of 2012, and the What Works Centre for Wellbeing have published new research revealing how volunteering can increase wellbeing, and how charities can avoid volunteer burnout as they plan their response

to the knock-on effects of the Covid-19 pandemic. Read [Volunteer Wellbeing: what works and who benefits?](#) You'll also find more recommendations for policy, funders, commissioners, and research on the resource page

### 33. Study shows corporate micro-volunteering boosts employee wellbeing

The 'do good, feel good' effect of volunteering means that 80% of employees who give up their time to help others will benefit from a positive impact on their own lives, according to a [new report](#) on the rise of micro-volunteering.

### 34. Putting the "People" Back in Volunteerism

In this podcast for 'Successful Non-Profits', Rob Jackson shares just a few of his ground-breaking ideas to ramp up your volunteer program. [Join him](#) as he shakes up the norms surrounding who makes a great volunteer manager and how to retain volunteers.

### 35. Leading with Influence as a Volunteer Engagement Professional

As Volunteer Engagement Professionals we are used to wearing many hats and filling multiple roles, but what do we do when we decide to explore something new? When we lead with influence we allow for ourselves to develop new skills, showcase our strengths and develop into the professionals we want to be. [This article explores](#) what it means to lead with influence and how it helps us grow as a professional.

### 36. How To Tell if You're Really a Volunteer Manager Survey

And finally for a little fun.....

<https://www.surveymonkey.com/r/3GDQTBW>

### 37. NCVO Training & Study Days

NCVO have launched new accessible and affordable online courses, focusing on key topics including funding, governance, strategy and volunteering. For more information click on the link.

<https://booking.ncvo.org.uk/training>

They also provide guidance on :

## VOLUNTEERS AND YOUR ORGANISATION

### Recruiting and Managing Volunteers

### HR and Employment Law

### People Management Skills

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## Members Questions

Thank you to those of you who have already sent responses to these members' questions. If you have not but can help, please see the contact details below:

**Sally Dyson** our East Anglia Hub Chair:asks  
Please see the below members question from Sally Dyson,

1: Is anyone working with their discharge teams on providing volunteers to carry out safety netting calls with patients post discharge? This is a new requirement in the new National Discharge policy... The policy suggests the involvement of volunteers and there is funding available through the CCG's... Just wondered if anyone has got this up and running yet? Either through their internal volunteers or in partnership with the VCSE's affiliated to their Trusts?

2: Does anyone have a volunteer driver scheme where volunteers use their own cars to transport patients home? If so would anyone be prepared to share their SOP with me please?

3. Our patient engagement team have asked if we could find a way to engage children under the age of 16 as volunteers... Mainly to share their experiences as patients or as young carers... But they would like them to come in regularly to attend forums, chat to patients etc and we currently don't have a process for people this young... I wonder if anyone else has achieved this?

Thank you

Sally  
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Tel: 01603 289235  
Hub Chair (East Anglia) National Association of Voluntary Services Managers (NAVSM)

If you are able to help, please respond to Sally directly: [SALLY.DYSON@nnuh.nhs.uk](mailto:SALLY.DYSON@nnuh.nhs.uk)<mailto:[SALLY.DYSON@nnuh.nhs.uk](mailto:SALLY.DYSON@nnuh.nhs.uk)>  
making sure that you copy in eNews at our new email address:  
[e-news@navsm.co.uk](mailto:e-news@navsm.co.uk)

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**Judith Reed** replied:

I can only help on question 3 I'm afraid.

In Bristol, in the Children's Hospital, there is the youth involvement group from age 11. <http://www.uhbristol.nhs.uk/about-us/how-we-are-managed/youth-involvement-group/>

Birmingham Children's Hospital also do a lot of young people involvement work - <https://bwc.nhs.uk/youth-advisory-groups/>

**Vikki Padgett** replied:



We have started a post discharge follow call service in partnership with the integrated discharge team. Documents attached.

I hope this helps along with the email below:

A project team was set up including me, Head of Voluntary Services; senior voluntary services co-ordinator, Matron for Patient Experience and Head of Integrated discharge.

We engaged the support of other teams as we needed, eg, Information Governance, PPM+ systems.

Volunteers receive training from the PPM+ team, in order to access a patient record and update the discharge note, with standard information – which is being developed as part of the project. This is the first time volunteers have had access to patient systems within MYHT.

Our challenge now is to increase the numbers of patients who are contacted; we are looking at an automated referral system in place of a manual.

#### Discharge Follow Role

- Project process flow (for the initial pilot, ongoing, will review again after 2 months)
- DPIA hospital discharge volunteer service
- FFT we are listening flyer – given to patients on ward to advise of follow up call
- Evaluation flyer mailed to the patient after the call (initial evaluation and then will use again for intermittent evaluation)
- Volunteer role profile and risk assessment
- Volunteer discharge phone proforma
- Integrated discharge proforma results; first week's report to assess the presentation of the report; entered onto survey monkey (as we already have an account) – this provides report evidence easily
- Q22 is entered onto Qualtrics system for the FFT reporting
- 4 word documents – shared as part of the socially distanced face to face training, including the local based decision tree
- MYbulletin (staff magazine) article and photo from training session (I took the photo J, consent to share)

I do hope this is helpful to others.

Vikki

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**Anne Doyle** replied:

Alder Hey has a really successful youth forum which is led by Jess Robinson – [Jessica.robinson@alderhey.nhs.uk](mailto:Jessica.robinson@alderhey.nhs.uk) she would be a great contact for more information. Jess has also supported the NHS Cadets programme here which accepts applicants younger than 16.  
Hope that's helpful

Kind regards

Anne

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**Claire Goldsmith** replied:

We have 5 volunteers across the Trust who have been carrying out a discharge survey with patients who have been discharged within the previous 48 hours and have been doing this since November 2020. The survey is done online by the volunteer with the patient on the end of the phone and includes questions about their discharge and whether or not they received the support they should have although it is not a safety-netting call as such. There is the opportunity for volunteers to add free text to elaborate on any of the questions. All answers are uploaded immediately and the patient experience teams forward all feedback to the discharge teams weekly. Any urgent concerns are referred immediately.

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**Sharon Elswood** replied:

**1: We are doing this at SWFT and have been training by AGE UK and our we have around 6 trust volunteers taking out a basic welfare calls only.**

**2: We have a 4X4 drivers charity who covers Warwickshire who support us but, not for patient transport.**

3. You may wish to contact Kissing It Better a Health Care Charity who link up with local schools and colleges to bring younger people into contact with hospitals and care homes [mail@kissingitbetter.co.uk](mailto:mail@kissingitbetter.co.uk)

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If any of you have any questions that you would like to send out to our members, please email [e-news@navsm.co.uk](mailto:e-news@navsm.co.uk)

We would welcome contributions from our members and so if you would like to submit an article please get in touch. This could be about something that you are doing, a special project, an innovative idea – we would love for you to share it so do get in touch.

With warmest wishes to you all from the NEC.

