



National Association of Voluntary Services Managers

eNewsletter March 2022

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1. Message from the Chair

Although it feels like we are beginning to move on after covid, it think we are all aware that we can't let our guards down. Caution aside, it feels like those of us who had limited, or no volunteer involvement are now beginning to develop new opportunities and re-introduce volunteers once again. Our NAVSM hub chairs have been busy engaging with VSM's in all areas, gaining an understanding of the challenges that impact you and some of the amazing work that has continued throughout the pandemic. It is clear from our work that Trusts are at very different stages in their bid to return volunteers and the regional network meetings has enabled our members to learn from each other and share their progress.

I would like to re-iterate that our NAVSM team are here to support you, we receive many questions or requests for support from our members, we welcome these and will always try and help you to think through possible solutions or put you in touch with another member experiencing the same issues. You can contact us through the NAVSM.CO.UK website by using the 'contact us' form, your question will then be directed to a member of the NEC who will respond promptly and provide support. All members can access this service, and if you are not a member already you can sign up via the website free of charge. All new members will receive a certificate of membership and a NAVSM pin badge in the post.

Many of our members are dealing with similar challenges and we would encourage those of you who may feel isolated to reach out to us, as quite often there is someone thinking through similar scenarios or has already navigated a particular issue, so you do not need to re-invent the wheel.

We are also keen to hear more about your services and good news stories which we are keen to share on the NAVSM website for other members to see, so please feel free to send us case studies or examples of roles to share best practice and highlight the great work you are doing.

We are really pleased to see our membership growing this year and look forward to getting back to 'business as usual' to ensure that NAVSM is an organisation that provides members with what they need from us.

If you are interested in joining our National Executive Committee, please let us know by completing the contact form on the website.

We welcome feedback about our NAVSM e-newsletter or contributions from our members, this can be done by emailing e-news@NAVSM.co.uk

Thank you for supporting NAVSM and best wishes for the coming months and the further development of volunteer services.

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. We are presently recruiting for a Membership Secretary.

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

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

3. Volunteering: Partnership, Independence, Transformation and Enjoyment – Institute of Volunteering Research Event - 27th April 2023

In this event academics and practitioners will consider lessons from the UNV 2022 State of the World's Volunteerism Report. The status of volunteering as a movement in our society and the role of volunteer-involving organisations have expanded greatly in the past five decades. The pandemic has demonstrated the enormous power of volunteering in helping people get through a crisis. The seminar will consider research evidence and user experience to explore a number of issues, including:

- How can equality and trust in partnership with governments be developed?
- In nations with highly developed public management should we move to “disestablish” volunteering from the state and maybe learn from old arguments about “de schooling”?
- What can volunteering as a movement learn from interrelated forms of social action, community participation and protest? Are they working better to transform our society and communities? Do they have enjoyment and togetherness that we can learn from?
- Have we lost some of our independence or autonomy in volunteering? What can we do to sustain that spirit and grassroots power?

[Register here](#)

4. Respond, Recover, Reset: Two Years On

The final Respond, Recover, Reset: The Voluntary Sector and Covid-19 [report](#), looks back on two years of the pandemic and how it has challenged and shaped the UK's charity sector.

5. 10 ‘Must Have’s’ For A Volunteer Role Description

Your volunteer role descriptions are one of the primary ways that you paint a picture of a volunteer roles and what volunteers are committing to. When was the last time that you updated yours? With the pandemic continuing and many roles changing, now might be an appropriate time. In this blog, Tobi Johnson lists 10 key elements that she thinks should be included in every role description. There are also a few bonus elements that she thinks ‘brings the bling’ and helps you stand out [from the crowd](#).

6. Nine plus four emerging volunteer engagement trends (a VERY different list than you will read elsewhere)

Jayne Craven considers what the year ahead of us may look like and what we need to be mindful of and act upon if we want to continue volunteer engagement that will benefit both our organisations and our volunteers. Read Janes [list here](#).

7. Advocacy for Volunteer Involvement :The Role of Funders

Advocacy for Volunteer Involvement: The Role of Funders – Rob Jackson Consulting Ltd (wordpress.com)

8. What can we learn from England’s volunteering policy response to Covid-19

[What can we learn from England’s volunteering policy response to covid-19? | NCVO Blogs NCVO Blogs](#)

9. What Do Managers Of Risk And Managers Of Volunteers Have In Common?

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

10. Are You Making These Two Mistakes In Your Volunteer Retention Strategies?

[In this article](#) from Volunteer Pro,Tobi Johnson suggests that we look at how we engage with our volunteers to ensure we retain them, and suggests that we might just be taking the wrong approach.....

11. Volunteer or Employee – What’s The Difference?

As non profits start to rebuild their services, and think about how difference volunteer engagement is looking, more than ever now, for legal and ethical reasons we need to ensure that boundaries between paid and unpaid roles are quite clear. In this post, Tobi Johnson details what needs to be considered and provides valuable links to help guide our decision making. Read her article [here](#).

12. ‘The Road to Recovery’ Lessons Learned from Scotland’s Volunteering Response to Covid-19’.

Volunteer Scotland has published its report on the lessons learned from Scotland’s volunteering response to Covid-19. The report explores the actual and projected impact on volunteering in Scotland during the pandemic and over the longer term. IT highlights key lessons learned and will also help to inform Volunteer Action Planning [which is being led by the Scottish Government, Volunteer Scotland and their partners](#).

13. Strategic Objectives – What Do We Need To Achieve to Deliver Our Strategy?

Improved experience, increased diversity, better processes - just a few of the major things that we need to achieve to deliver our vision. [This interesting article](#) from LUCIDITY provides a simplified approach to help us map out what we want to achieve.

14. Becoming a Leader: The Complete List of Leadership Skills

This second article from LUCIDITY is a leadership masterclass written by Hugh Varilly who has formerly worked in Innovation at UCL and IBM. He writes that to become a better, more effective leader, we need to understand what skills we currently have and how they can be enhanced. Read his leadership development advice [here](#).

15. Levelling Up White Paper: What It Means For Charities and Volunteering

The [Levelling Up white paper](#) was published at the beginning of February, alongside [the government's response](#) to the Kruger report on civil society. The white paper sets out how this government plans to address geographical inequalities, with a focus on opportunity, economic growth, pride in place and local leadership. It also includes proposals in response to [the Kruger report](#) (pdf, 764KB). [This article](#) from the NCVO analyses the White Paper and details what it means for Charities and Volunteering.

16. Re-Designing Volunteer Roles for the Modern World: Part 1

Covid has proven volunteers are busier than ever and are now being more selective about how they spend their time. [In this post](#), Tobi Johnson discusses how we need to consider a different approach to the roles we offer to ensure that they are still appealing to our volunteers.

17. How to Demonstrate Empathy and Retain Volunteers

Empathy (Noun) – the ability to understand and share the feelings of another. Because of the isolation that the restrictions of the past few years have placed on us, we need to demonstrate empathy for our volunteers now more than ever. [This interesting article from](#) Karen Knight Consulting details four ways in which we can do this.

18. Gig Volunteering and Intellectual Property: Do We Own Volunteer Work?

As volunteer organisations, we own our training, processes educational information, mission goals and policies. But what about the unique skills that our volunteers bring, such as empathy, compassion & care? We recognise these as being important to our own organisations when interviewing, and ask questions that enable us to more deeply understand volunteer motivations so that we can use their support more effectively, but how do we best do that in order to ensure longevity of service? Meridian Swift offers us a number of suggestions.

<https://volunteerplaintalk.com/2022/03/16/gig-volunteering-and-intellectual-property-do-we-own-volunteer-work/>

19. 12 Things I've Learnt About Culture Change Over The Last 12 Months/My Vision for the NCVO

Sarah Vibert has been appointed as the NCVO's CEO. [In her new blog post](#), Sarah reflects on the 12 things she has learned about culture change over the last year as she led through this period of reflection, learning and renewal. She also talks about [her vision for the NCVO](#) and their membership community.

20. 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](#).

They also provide guidance on:

- Recruiting and Managing Volunteers

- HR and Employment Law
- People Management Skills
- Volunteers and Your Organisation

21. Open University Centre for Voluntary Sector Leadership

New voluntary sector leadership courses

The OU Centre for Voluntary Sector Leadership offers a fresh take on leadership in the voluntary sector, exploring everyday practices and the actions and interactions that ultimately get things done. If you're looking to find out more about leadership in the Voluntary Sector, the OU are offering free courses, along with recommended content from the OU on relevant topics. The CVSL's leadership courses draw on cutting edge research and real life cases to explore:

- The distinctiveness of leadership in a voluntary sector context
- The kind of leadership practices most needed in voluntary organisations
- Contemporary understandings of leadership and their relevance for people at all levels of the sector.

They have produced three free courses:

1. Developing Leadership Practice in Voluntary Organisations
2. Collaborative Leadership in Voluntary Organisations
3. Involving Volunteers

In addition, there are also a number of other courses that develop skills for collaborative leadership. [Click here](#)

22. NHS Elect Training

NHS Elect offer a variety of free training including Coaching and Personal Development, Leadership and OD, Customer Care and Patient Engagement and more. For 2022/23 they have added a range of new events including:

- Confidence and assertiveness
- Thought leadership
- Telling powerful stories
- Seven steps to measurement

For further information, please log on to their [website](#) and register.

23. Hub Meetings

For details of the next Northwest Hub Meeting please contact Anita Gillen (Hub Chair) Anita.Gillen@sthk.nhs.uk

For details of the next East Anglia Hub meeting please contact Sally Dyson (Hub Chair) SALLY.DYSON@nuh.nhs.uk

For details of the next Midlands Hub meeting please contact Barry Pridmore (Hub Chair) Chair@navsm.co.uk

24. Members Questions

Please send any members Questions to enews@navsm.org