

# TRANSFORMING VOLUNTEERING

## Background

Volunteers contribute to patient care directly and indirectly, including the needs of careers, families and friends. Volunteering is absolutely vital at LOROS. There was a need to transform volunteering to make sure that volunteering is safe, sustainable and transformational whilst supporting palliative care at the Hospice.

LOROS has volunteers in almost all areas, including within the 29 shops, two warehouses, lotteries, fundraising and various roles within the Hospice.

Some of the concerns volunteers had before the new structure included the following:



## Aim

The new structure was developed to create a dynamic and sustainable model, this enabled:

- Better communication for volunteers (Emails, website, meetings)
- A direct contact person and a person to go to if that contact person was not available
- New processes and procedures
- Expectations for volunteers and staff. All departments looked at their volunteering requirements and created their own role descriptions, this showed what was expected of volunteers in areas.
- The development of a volunteer database. All relevant volunteer information is logged onto the Hospice database, this has enabled statistics to be created and trends identified.
- The statistics and trends enabled targeting of certain groups.
- The volunteer handbook to be created for all volunteers.
- Volunteer Voices was created, this is the voice for all volunteers with volunteer representation from different areas meeting with senior managers on a regular basis.
- Identification of training needs. LOROS is going through a huge drive to deliver mandatory training to all existing volunteers.
- Additional Support and training for areas e.g. Home Visiting and the clinical areas.

## The benefits to having an accurate database included

- That LOROS was compliant with GDPR and ensuring that the accurate data was stored on the database
- At a glance, the training needs could be identified for volunteers as well as being proactive with refresher training
- Improved communication, thus reducing staff time looking for contact information elsewhere and having accurate information on each volunteer. This also enabled the logging of volunteers moving from department to department.
- By having Line Managers/Volunteer Co-ordinators; all volunteers have a go to person for information.

Volunteering at LOROS sits within the strategic aims of the organisation in order to support its service offer and financial sustainability. Whilst maintaining a positive reputation with an associated high public profile, volunteering continues to grow. LOROS currently has 1,588 volunteers which is an increase to the estimated 1,100 in April 2017. Volunteering at LOROS continues to expand and develop.

## Volunteering is also working on a number of initiatives transforming palliative care into the community:

- Telephone be-friending service
- LOROS Local, a mobile resource in the community
- Supporting LOROS@home service



Minaxi Patel, Volunteer Manager  
minaxipatel@loros.co.uk

**loros.co.uk**

Registered Charity No: 506120

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

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