

Caring For Volunteers:

Providing Emotional And Mental Support To Voluntary Staff



Rebuilding
lives after
sight loss

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Outline

- **National Decline in Volunteering and impacting factors**
 - What currently impacts on Volunteering
 - How much of a decline is there?
- **Volunteering should not be work**
 - The importance of defining Volunteer roles and Staff Roles
 - Volunteering should not be a chore
- **The importance of Supervision**
 - Upskilling and developing volunteers
 - Keeping Volunteers engaged
- **Recognising Volunteers**
 - Volunteers are individuals
 - Recognising contributions and providing feedback



National Decline in Volunteering



- **National decline in volunteering, with rates of volunteering once a year decreasing from 45% in 2013/14 to 38% in 2017/18**
- **Work pressures and expectations from Volunteers**
- **Impacting factors, that have changed over time**
- **Understanding Motivations**
- **Recognising your retention rate in your organisation**
- **Common themes**



Volunteering should not be work



- **1 in 5 volunteers feeling that their volunteering is becoming too much like paid work**
- **Ensuring volunteers are not overburdened with work-related stress and concerns**
- **Defining Staff roles and Volunteer roles**
- **The Volunteering Experience**
- **Volunteer perspective**



The importance of Supervision



- Is supervision just for staff?
- Individual supervision vs group supervision
- Structure, frequency and importance
- Feedback and development



“Supervision is a professional activity in which practitioners are engaged throughout the duration of their careers regardless of experience or qualification”

Davys & Beddoe, 2010, p.21 cited in AASW

The importance of recognising Volunteers



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- 90% of volunteers feeling they make a difference through their volunteering.
- Recognising volunteers individually
- Personal Profiles
- Listening to Volunteers
- Fuelling motivations



“Supporting our members in my volunteer role has provided me with a great deal of enjoyment. It has been a pleasure getting to know each member and they have all been unbelievably welcoming and grateful for the help we provide, this is why I volunteer.”

Jack Taylor, Blind Veterans UK Volunteer

Closing Thoughts

- What can your organisation do to help Volunteer retention
- Volunteer recognition and support
- Recognising and responding to themes
- Solution Focused
- Evaluating impact

Thank You

