



Our Volunteering Strategy in a nutshell: 2017-2020

A united approach in involving volunteers in our work

Executive summary from our Joint Chief Executives

As an organisation, we have agreed the importance of a united approach in involving volunteers in our work. Our Volunteering Strategy forms part of our Workforce Development Strategy and draws together our aims for volunteering. We are delighted to present the highlights.

Volunteers have always been vital to St Christopher's since the day it was founded, we would not be able to offer the extent and range of services we do without them. People are living longer and more often alone, the population is growing and chronic illness is increasing.

Our ambitions for the future would not be achievable without the significant contribution of volunteers. We recognise the need to instigate change to ensure we support volunteers more consistently across the organisation to meet our vision.

All of our volunteers, no matter how much time they can give, are doing something truly amazing for us.

Best wishes,

**Heather Richardson
and Shaun O'Leary**



The Volunteering Team

“Learn how to garner and use volunteers from the local community as part of the team... We enrolled the first volunteers before our first patient”

Dame Cicely Saunders

Founder of St Christopher's Hospice

Our immediate priorities

- We will develop a Volunteer Management Toolkit for staff to use
- We will provide training and support to our staff in all aspects of volunteer management
- We will set up a Volunteer Advisory Group
- We will maintain data which is fit for purpose
- We will create a suite of volunteer role descriptions
- We will attract a diverse volunteer team through a range of promotional and recruitment mechanisms
- We will review the current picture of volunteer involvement in our community work.



Volunteering within St Christopher's needs to be able to respond to **changing patient needs**, **external environments** and **how people choose to give their time in the future**.



Improvement and innovation →

Our Volunteering Strategy plans

To achieve our goal and articulate our aims we will focus on three programme areas: **quality**, **experience** and **transformation**. **Improvement** and **innovation** underpin all three areas.

We currently have around 1,200 volunteers – the majority are based within our shops, and within our two hospice sites

97% of volunteers who responded to a survey said that they would recommend volunteering at St Christopher's to others

When asked in a survey if they felt part of St Christopher's team, 89% of volunteers who responded said they did

Being updated on changes and being consulted were the top two ways volunteers said would help make them feel valued



Find out more

To find out more about volunteering with St Christopher's or for more information about our Volunteering Strategy, email volunteering@stchristophers.org.uk or visit www.stchristophers.org.uk/get-involved/ways-to-volunteer/. If you would like this information in a different format, such as audio tape, braille or large print, or in another language, please speak to the Communications Team on **020 8768 4500** or email communications@stchristophers.org.uk

Sydenham site

51-59 Lawrie Park Road, Sydenham, London SE26 6DZ

Bromley site

Caritas House, Tregony Road, Orpington BR6 9XA

Telephone **020 8768 4500**

Email info@stchristophers.org.uk

www.stchristophers.org.uk

[f](#) [t](#) [i](#) [s](#) [t](#) [c](#) [h](#) [r](#) [i](#) [s](#) [h](#) [o](#) [s](#) [p](#) [i](#) [c](#) [e](#)

St Christopher's is a registered charity (210667)
© St Christopher's May 2017