

TOGETHER WE CAN

A GUIDE TO FAMILY SUPPORT VOLUNTEERING

STEP-BY-STEP GUIDE TO SETTING UP A FAMILY SUPPORT VOLUNTEERING SERVICE

Together We Can is a collection of resources for organisations developing a service where volunteers support families of a child with a life-limiting or life-threatening condition. The resources were developed and tested specifically for this purpose with volunteers working in the homes of a child with a life-limiting condition, but might be useful for any organisation developing volunteer services.

STEP-BY-STEP GUIDE TO SETTING UP A FAMILY SUPPORT VOLUNTEERING SERVICE

Setting up a volunteering service to support families can feel like a massive task – there are a lot of constituent parts and many elements to consider. If it's right for your organisation, the benefits far outweigh the work that will need to be put in. We've put together this step-by-step guide to show, at a glance, how to develop a Family Support Volunteering service. You'll find all the materials you need to support you along the way as part of the Together We Can resource kit.

BEFORE YOU SET UP A VOLUNTEER SERVICE

Step 1: Establish the need for a service: Collect the evidence. Think about what support families need. Is another service needed?

Step 2: Create a plan: Develop a business case; establish a delivery plan. Where does volunteering fit within the organisation's strategic plan and structure? Set up a project team with clear roles to plan the volunteering service. Time spent planning is never wasted.

Step 3: Engage with the staff team: Involve the team in service design and planning, this gives an opportunity to dispel myths and concerns about the service and builds on the knowledge and experience of the staff.

Step 4: Ensure you have the necessary resources: Create the infrastructure – people; budget and policies. Volunteering is not free and needs to be adequately resourced.

GETTING THE SERVICE STARTED

Step 5: Engage volunteers: Advertise for and recruit volunteers.

Step 6: Plan for training and induction of volunteers: develop training materials; identify trainers; think about when training will happen. (Top tip: avoid key holiday periods; deliver training).

Step 7: Engage Families: Promote the service; share referral processes; develop information for families about the volunteering service.

RUNNING THE SERVICE

Step 8: Deliver the Service: Match families and volunteers; monitor the impact and set up support and supervision processes for volunteers.

THINKING ABOUT THE FUTURE

Step 9: Review, reflect and refine: Build in a review of the service to explore whether outcomes are being met and establish plans for future delivery.