

Agenda Item: 6.3.6	<b>healthwatch</b> Telford and Wrekin
<b>Healthwatch Telford and Wrekin Board Meeting</b>	
Date:	1 June 2015
Title:	<b>Volunteer Update</b>
Author:	Mark Boylan
For Information: ✓	For Decision:
Executive Summary:	Initial report on forward steps for volunteer activity at Healthwatch Telford and Wrekin
Financial Implications:	To be determined
Equality and Diversity:	Essential in volunteer recruitment and opportunity
Public Engagement:	To be determined
Legal Impact:	None specifically
Recommendations:	Board is asked to note the contents of this report
Is there a need to consider inclusion in the Corporate Risk Register?	Not at this time

## Volunteer Update

Healthwatch Telford and Wrekin needs to develop a new structure and plan forward for retaining, recruiting and developing volunteers.

Key stages in this are:

1. Initially identifying and setting out the various roles that can be undertaken by volunteers
2. Creating a structure and progression plan for volunteers, this is to include training and development.
3. Placing some structure in place around volunteers' activities and availability.
4. Creating a post for a voluntary Volunteer Supervisor
  - Position to be created to work alongside paid staff and free up some of their time.
  - Manage volunteers and events.
  - High light any issues or concerns to staff members.
  - Be involved in recruitment of new volunteers.
  - First point of contact/mentor to volunteers.

*(The position will be ideal for someone who is looking to gain skills and experience to aid them in getting employment in the future).*

5. Recruitment of volunteers is to be taken on by Director of the board initially and will be passed onto the Volunteer Supervisor once a successful structure is implemented
  - Highlight areas to target for volunteers.
  - Opportunities out there for recruitment.
  - Funding for volunteers and resources.
6. Establish a volunteer management committee comprising:
  - Director in charge of Volunteers
  - Healthwatch Operations Manager
  - Volunteer Supervisor
  - Volunteer Leaders
  - Volunteer - Specific areas (Engagement/Enter and View/Office)
  - Volunteer in training