

## University of Dundee

### Volunteering

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*Publication date:*  
2009

[Link to publication in Discovery Research Portal](#)

*Citation for published version (APA):*

Scott, R. (2009). *Volunteering: does our future depend on it?*. Help The Hospices 3rd Multi-Professional Conference, Harrogate, United Kingdom. <http://www.helpthehospices.org.uk/our-services/education-training/past-events/2009conference/programme/?entryid85=37179&q=0~scott~>

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Sharing the Caring

# Volunteering: Does our future depend on it?

Ros Scott

Director of Organisational Development



# Volunteering: the future



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- CHAS Context
- Palliative Care Agenda
- Issues in Volunteering
- What does this mean for hospice volunteering?
- Ethical issues
- So does our future depend on volunteers?

# CHAS



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- Scotland's only children's hospice services
- 3 Hospice Services
- 220 Staff
- 900 Volunteers – Orkney to Shetland
  - Founding volunteers
  - All ages and backgrounds
  - Lively young volunteer programme
  - Integral to all that we do
- Donated time 2008/9: 80,000
- Value to CHAS £1.15m

# Palliative Care Agenda



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- End of Life Care Strategy (July 2008)
  - care for all regardless of diagnosis
  - in every care setting
  - integrated pathways
  - emphasis on generalist palliative care
  - death and dying is not discussed openly

# Agenda: Scotland



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- “Living and Dying Well”  
a national action plan for palliative and end of life care
- Good palliative and end of life care for all
- Integrated pathways
- Education, training and workforce development
- “..resistance to acknowledge the reality of death and dying as inevitable and integral parts of life”
- What’s missing?

# Volunteering in Hospices



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- Long and proud history
- Vital and integral part of all hospice services
- Children's hospices
- £46 billion contributed to UK economy
- UK hospices 90,000 volunteers, £100m p.a.
- Recognition and value

# Issues in Volunteering



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- Ageing population
  - working longer
  - caring responsibilities
- Time poor generations
- Young people
- Increased expectations
- Recession



# Issues for hospices



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- Future of palliative care
  - ageing population
  - government agenda
  - staffing
  - funding
  - recession
- Where do volunteers fit?

# Opportunities



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- Recession
- Review and streamline current systems
  - Mystery shopper test
  - CHAS overseas link
- Exploring new roles
- “Fundraising and flowers”
- Considering ethical principles

# Ethical Issues



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- Ethical principles
  - “volunteers are a means of supplementing not supplanting staff roles” (McCurley 2009)
- Funding issues
  - Maintaining services to patients
- VSM loyalty: staff or volunteers?
- When does it become a staff role?
- The ‘professional’ volunteer



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Insanity: doing the same thing over and over again and expecting different results.

Albert Einstein

# Need for Change



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- The way we see volunteers
- Pivotal role of VSM
- Challenging staff perceptions of volunteers
- Learning from other countries

# Vision for the future



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- Volunteers and health promotion
  - improving wellbeing
  - community involvement
  - a 'national conversation'

# Volunteers and Health Promotion



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- Helping to reduce depression, anxiety, isolation, hopelessness and grief:
  - Volunteer befriending; complementary therapies, companionship through activities, bereavement support
  
- Community Involvement
  - Bringing the community in
  - Taking the hospice to the community
  - Breaking down barriers
  - Normalising hospice care

# Volunteers and Health Promotion



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- Volunteers as educators
  - Volunteer speakers
  - Delivering difficult messages
  - Volunteer networks
  - A new generation- young volunteers



# Volunteering: Does our future depend on it?



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