

Volunteer Services Strategy 2025

Lead Director: Helen Moore

Presenting:

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Our Volunteer Service Today

Active Volunteer Roles as at 31 August 2025

Figures as at 31 August



369 Active
Volunteers

441 Active
Placements



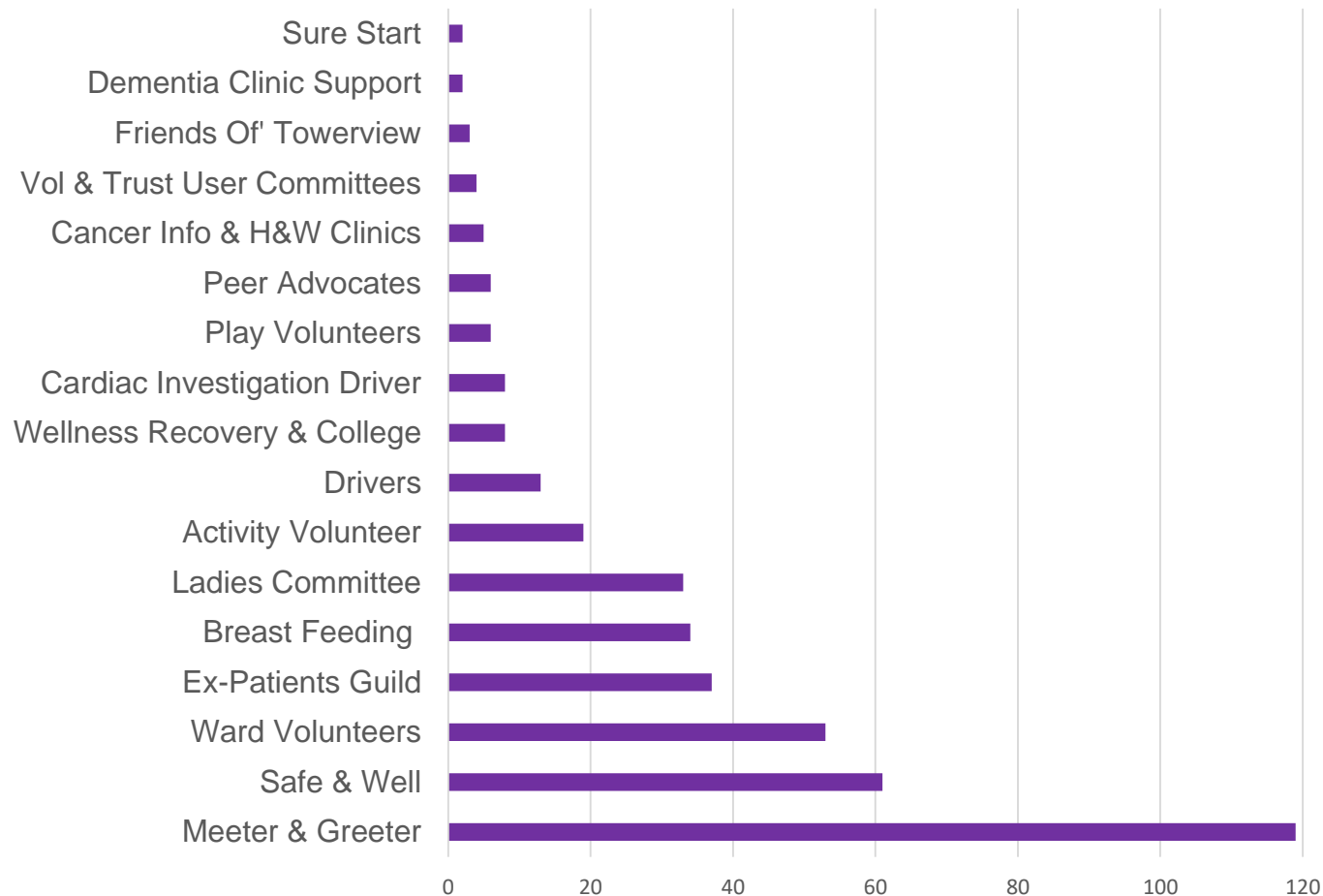
17 Active Volunteer Roles



66 Placement Areas



27 New Volunteers Recruited
between 1 April to 31 August



Age Profile
50:50 split of volunteers
aged <25 years and >25 years

66 Key Workers support volunteers within their department

Lets Hear From Our Volunteers...

Umai Karpagavinayagam

Medical Student, Queens University

Meeter & Greeter

Front Foyer, Ulster Hospital

Sally McMullan

Retired Nursing Auxiliary

Meeter & Greeter

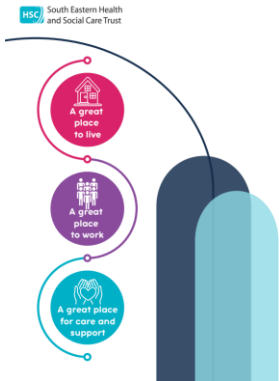
Main Door, Ulster Hospital

Our Process for Developing the Strategy

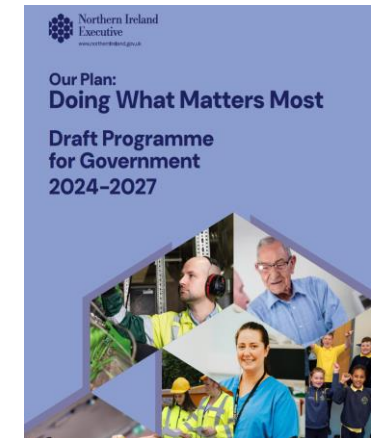




The Volunteering Strategy aligns with...



Corporate Plan 2025-2028



The Volunteer Services Team continues to engage with others in support of additional strategies relating to volunteering in health and social care.

A great place to **Live**

A great place to **Work**

A great place for **Care & Support**

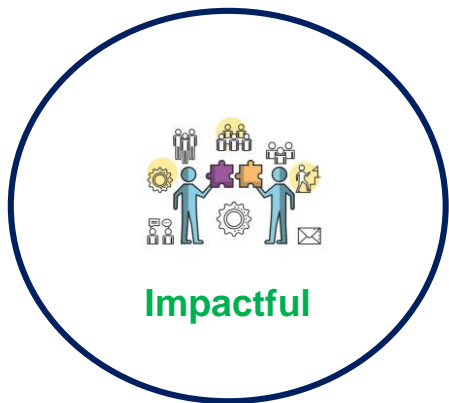
Our Vision

Volunteering will continue to grow stronger and flourish within the SET family.

This will bring benefit to:

- Volunteers
- Patients and Carers
- Staff, the Trust and wider Community.

Volunteering will flourish by being...



How we will know we have made a difference



Increased baseline figures of volunteers

Volunteers are staying with us for longer periods

Our volunteer roles are creative and attractive



Multiple areas have implemented a pathway to recovery through volunteering

Increased number of patients volunteering

In certain areas volunteering contributes to reduced readmissions



We listen to Volunteers and consider their views to help shape services

Key Workers are providing feedback and helping us improve volunteer opportunities



A volunteer development programme is in place to support volunteers to learn and achieve

Younger volunteers are thriving with the experiences they gain through volunteering



We continue to be open and inclusive to all. Removing barriers to volunteering and considering the integration of volunteers in all areas of the Trust



Volunteer Champions are in place across directorates, creating a welcoming atmosphere for volunteers

Collaboration with external organisations has enriched the opportunities we offer

What success will sound like...

“Volunteering helped with my recovery, giving me a purpose and a routine. I built confidence and strength and I felt more like myself. It felt good to be helping others.”



“I feel heard. The staff are grateful for my feedback and I feel I am making a difference.”



Volunteers are a vital part of our Team

“I am not sure how we ever coped without volunteers. They are so helpful, a real asset to the team. The patients love to see them coming in for a chat”

“Volunteering gave me the opportunity to gain experience in the workplace that enabled me to apply for paid employment. I am now working in the Trust and I am delighted and proud to be in the job of my dreams.”



“My Volunteer Champion is so friendly and supportive. I got induction training so I know exactly what is expected of me.

I was welcomed by all staff.”



Volunteering Video

