D4: Volunteering in health settings
Children’s Hospital Foundation

Our Volunteer Community
Building a Volunteer Community

The Children’s Hospital Foundation employs 3 stages of Engagement:

- **Initial**
  - Uniqueness
  - Benefits
  - Impact

- **Onboarding**
  - Introduction
  - Communication
  - Training
  - Induction

- **Ongoing**
  - Impact
  - Involve
  - Inform
  - Invite
Areas of focus

- Uniqueness
- Benefits
- Impact

Initial

- Impact
- Involve
- Inform
- Invite

Ongoing
Uniqueness

The Children's Hospital Foundation Volunteer Community is your chance to support sick and injured children at the Queensland Children’s Hospital, a tertiary level teaching hospital that offers a full range of specialist services.

Our volunteer community offers a helping hand by providing a range of services designed to support families and the welcome distraction of fun and games to bring a smile to the face of a sick child.
Benefits

If you are looking to get involved in your community, we have a selection of volunteer roles designed to bring you face-to-face with precious moments and offer a variety of rewarding experiences.

You will be empowered to give back to your community by supporting our most vulnerable and their loved ones.

By becoming a CHF Volunteer, you will be joining a team that walks alongside patients and families to provide social connection and moments of happiness.

*Figures from FY19-20 Volunteer Engagement Survey*
Impact

Children’s Hospital Foundation Volunteers create moments of happiness for children and their caregivers through entertainment and distraction by offering opportunities for children and caregivers to play, laugh and have fun together.

Our volunteers connect patients and their families to the hospital community by being a friendly and familiar face, ensuring people feel supported and treating people with compassion.
Ongoing Engagement
Impact Involve Inform Invite
Impact

Why this is important

• Help articulate the relationship between your volunteers and the outcomes
• Communicate what services have the greatest impact and for whom
• Provide insights to your volunteers which can support strategic decision making
• Build confidence in your volunteers that they are making a difference within your organization
• Inform and engage internal and external stakeholders

Patients  
Families  
Visitors  
Staff
Understand your Impact - Outcome Measurement

**Mobilise**
- Engage stakeholders
- Conversations with caregivers
- Interviews and focus groups with staff and volunteers
- Desktop review
- Literature review

**Map**
- Discover the outcomes and decide what to measure
- Capacity building workshops with staff
- Develop Logic Models and Theory of Change
- Map indicators and outcomes

**Measure**
- Identify data collection methods
- Create the measurement scales
- Develop a Data Gathering Plan

**Maintain**
- Design the Implementation Plan
- Socialise the OMF
- Use your data to drive improvement and make decisions
Involve

Low level of Engagement

Mid level of Engagement

High level of Engagement
## Inform

### Communication Schedule

<table>
<thead>
<tr>
<th>Consistent</th>
<th>Timely</th>
<th>Planned</th>
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</table>

### Communication Types

<table>
<thead>
<tr>
<th>Verbal</th>
<th>Written</th>
<th>Visual</th>
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### Communication Journey

<table>
<thead>
<tr>
<th>Why</th>
<th>How</th>
<th>What</th>
<th>What If</th>
</tr>
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### Communication Methods

<table>
<thead>
<tr>
<th>Newsletter</th>
<th>Social Media</th>
<th>Email</th>
<th>SMS</th>
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Invite

Social Connection

- Recognise and celebrate achievements
- Encourages a cohesive team
- Improves volunteer wellbeing

Suggestions

- Improves process and productivity
- Increased sense of ownership
- Utilise areas of expertise
Recognise:
• Impact & Benefits

Data driven decisions:
Engagement & Recruitment

Aspire to Inspire!

Utilise your networks
• Resources & Influence

Leverage your resources:
• Passions and skills

Get Curious not Furious!
Thank you!