Lewisham and Greenwich NHS Trust

Volunteer to Career at LGT

VtC Pathways for Veterans and Military Spouses at Lewisham and Greenwich NHS Trust

Helpforce presentation, 27th February 2025

To be exceptional

NHS
Lewisham and Greenwich
NHS Trust

Our vision is

To be exceptional. In the quality of our patient care; our support for colleagues; and in the difference we make through our partnerships and in our communities.

To achieve that, we value…

Respect, Compassion and Inclusion

We treat all our patients, colleagues, partners and communities with respect, kindness and compassion.
We are inclusive and celebrate diversity in our workplaces, partnerships and communities.

Being accountable
over staying comfortable

We act with integrity and take responsibility.

We do what we say we will to be exceptional, and we support and challenge our colleagues to do the same, even if uncomfortable.

Listening
over always knowing best

We positively seek out, listen to and act on feedback from patients, colleagues and partners to continuously improve the quality of our care, and the ways we work together.

We encourage innovation, learn from our successes and mistakes, and share knowledge across our organisation.

Succeeding together
over achieving alone

We recognise we are stronger together, working as a team and with our partners, to improve the quality of our communities' lives and reduce inequalities.

We recognise and celebrate our colleagues' and partners' diverse abilities and efforts to achieve our shared vision.

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Why choose to be with LGT?

- LGT is a community-focused provider of local and acute care, delivering services to over **one million people**
- Employs over **7500 members of staff** supported by over **200 volunteers**
- Year on year **improvement in vacancy rates** and **staff retention**
- Established **successful** Volunteer to Career programmes
- Recipient of numerous **national awards** including:
  - Best Recruitment Experience
  - Staff Wellbeing
  - Innovation in Recruitment

Volunteers at LGT

Lewisham and Greenwich NHS Trust

- Play an integral role in supporting our Trust vision and values
- Volunteer candidates considered from communities our Trust serves: Lewisham, Greenwich and Bexley.
- Non-clinical support to enhance patient and staff experience:

- Ward Volunteers

Provide non-clinical support to patients and staff

- Admin Volunteers

Assist with general admin i.e data entry, filing, answering phones

- Guides / meet and greet visitors

First point of contact, direct or accompany visitors etc

- Maternity services support

Support to patients, and relatives while visiting the hospital

- Garden Volunteers

Assist with gardening at wellbeing garden, UHL

- Mealtime support

Company during mealtimes, serve food etc

- Outpatient support

Befriending, Guiding patients and visitors etc

- Children's Activities support

Interact and socialise, Promotes creativity etc

- Arts volunteers

Supporting with exhibitions and arts activities, playing musical instruments

- Adult & Paediatric in ED

Supporting staff and patients with non clinical tasks

Application and commitment

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- Complete recruitment process
- Commit to min. 2 hours per week, 6 month period
- Key personal qualities and skills such as empathy, listening, communication, observation, reliability, open to learn, initiative and attention to detail.

Volunteers must comply with policies including:

- Record volunteer hours on Volunteer database
- Confidentiality and attendance
- Dress Code
- Non-clinical activities. Not give medical advice/care
- Embody Trusts Vision and Values

Launching VtC programme

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- Previous success launching and delivering VtC maternity programme
- Building relationships with Veteran support organisations/key contacts i.e.
  - Poppy Factory
  - Local barracks
- Engaging and buy-in from LGT Veteran Network/Senior colleagues championing this opportunity
- Reaching out to current Veteran on Veteran Spouse colleagues
- Reaching out to Trust partners for variety or roles
- Targeted Comms for V2C cohort recruitment
- Volunteer candidates considered from communities our Trust serves: Lewisham, Greenwich and Bexley

LGT VtC Career Pathway

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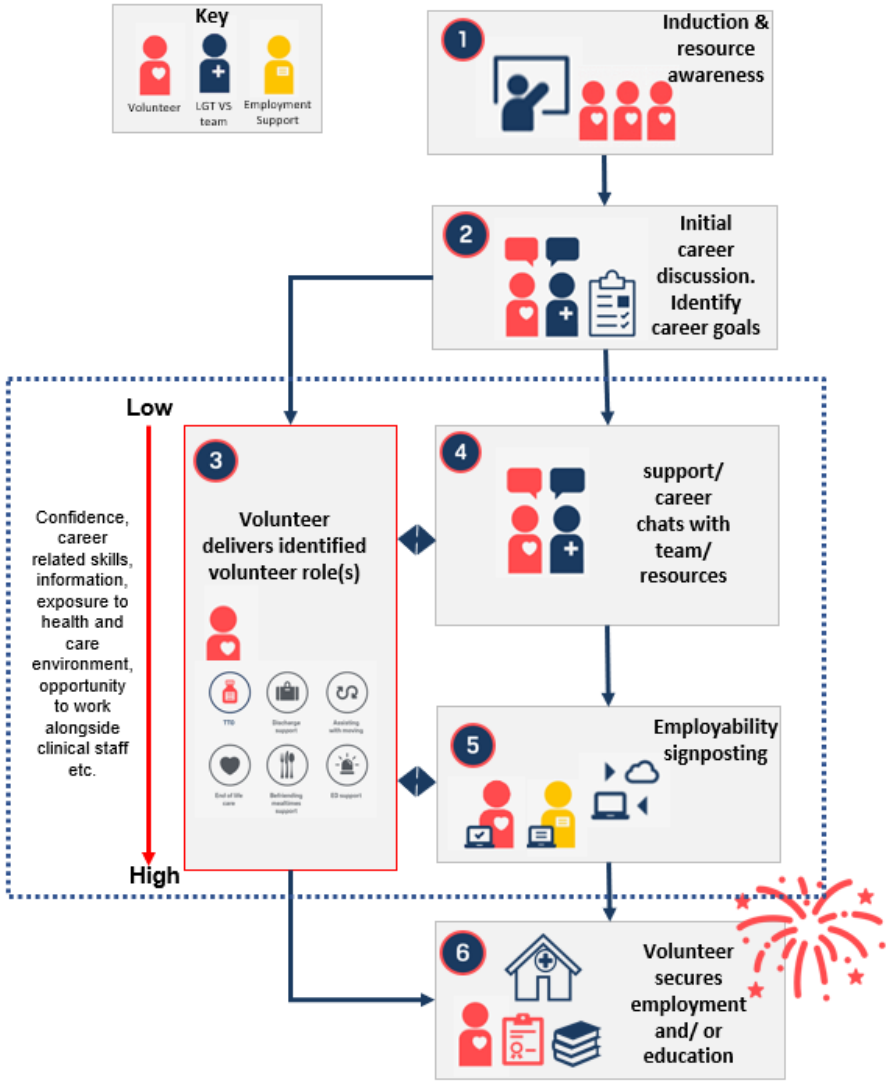

1. Volunteer induction and awareness
2. Initial career goals discussion/interview
3. Impactful volunteer roles
4. Ongoing support
5. Experience through volunteering
6. Employability support
7. Securing employment or education

Volunteer to career success - case study

Sue – Joined LGT Volunteer to Career pathway and secured a role at trust in January 2024. Sue is a mum who was made redundant from her office job in July 2023:

''Advice is to create an account with Trac and keep looking every day. Also, on Indeed they sometimes advertise open mornings to help progress with a career in the NHS and help you fill out an application.

When doing your shift within a ward keep yourself proactive, talk to staff let yourself be known to them and always keep asking if there is anything they can help with. Ask to shadow them when doing rounds so you gain more knowledge. Ask volunteer services if there any programs coming up in the near future. Being consistent and good time keeping!

As the saying goes "if you don't ask you don't get"

How to access VtC programme

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Understanding volunteer roles that may be suitable for veterans/spouses

- Maternity volunteers
- Ward Volunteers
- Guides/Way Finders
- Admin/project management Roles
- Gardening volunteers

Signpost this opportunity to Veterans/Spouses in community our Trust serves:

- Lewisham
- Greenwich
- Bexley

Invite to apply to become a volunteer through our website and have initial conversation with our team.

Volunteer to career – Staff Story

Staff Story - Volunteer to Career initiative at LGT

Unlisted

Key contacts

Lewisham and Greenwich NHS Trust

To find out more about volunteering at Lewisham and Greenwich NHS Trust and to apply to become a volunteer, visit our website:

Volunteer, volunteering, volunteers | Lewisham and Greenwich

You can also contact our Voluntary Services team on:

- Lh.voluntaryservices@nhs.net

Contacts for any questions or queries about VtC:

- **Margarita Vidiella, Head of Charity and Volunteers - email: margarita.vidiella@nhs.net**
- **Richard Lee, Voluntary Services Lead - email: richard.lee24@nhs.net**
- **Jason Watson, Business Manager to the Chief Nurse and the Chief Medical Office email - jason.watson5@nhs.net**

Thank you

Any questions?