Navigating Change in Healthcare Volunteering

Presented by Maxine Moss-Black

helpforce

The Healthcare Landscape is Evolving

- NHS England is going
- New NHS 10-Year Plan launching this Spring
- Change is constant in healthcare:
  - Policy reforms
  - Budget shifts
  - Evolving patient needs

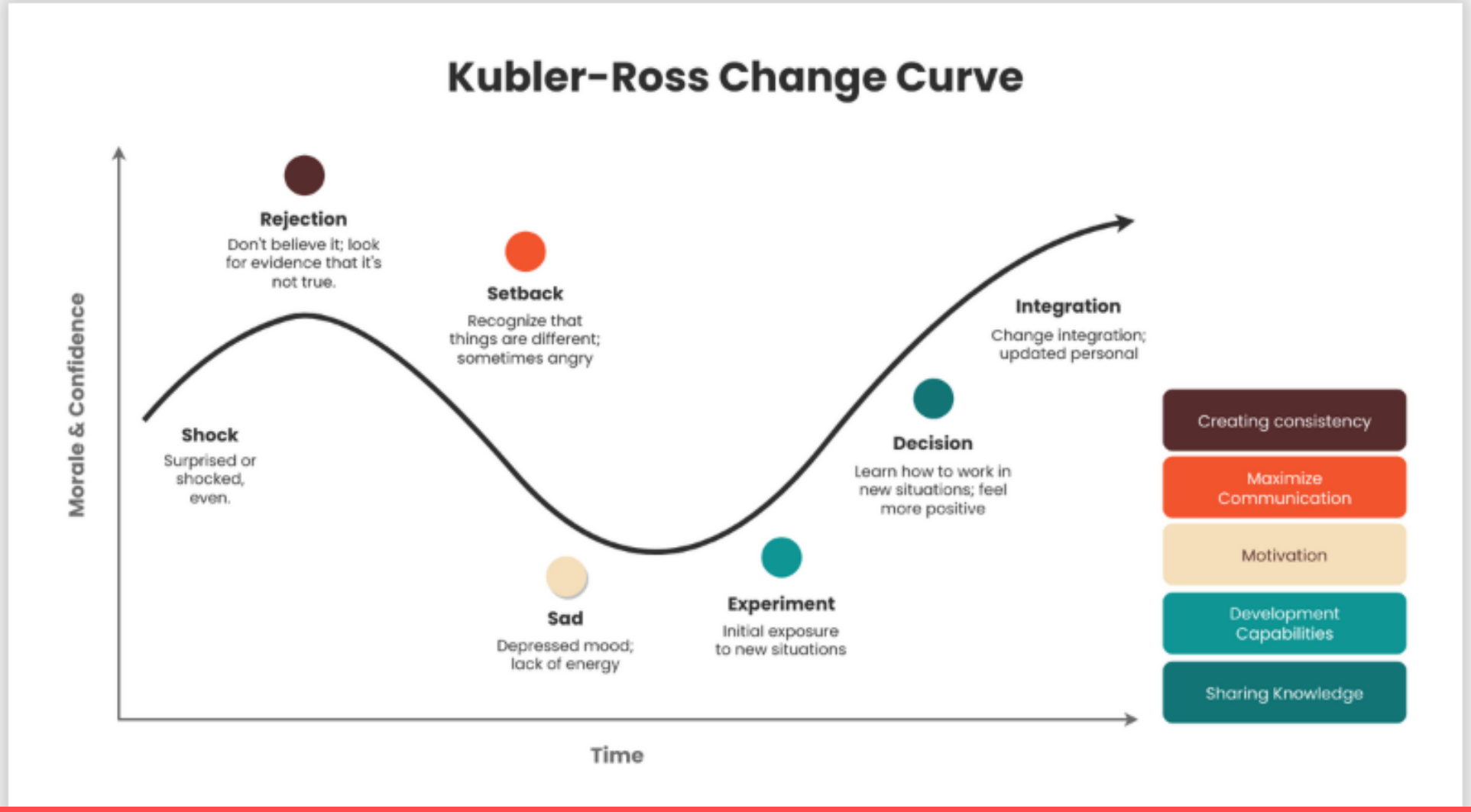
What is this going to mean to me, my team and our volunteers?

Why Change Matters for Volunteer Leads

1. Volunteers are a vital part of healthcare delivery
2. Change often begins with uncertainty
3. Navigating change effectively = protecting team wellbeing + ensuring service continuity

How do I acknowledged change with my team/ our volunteers?

Understanding Change



Recognising and validating these stages is key to leadership!

Top 5 Tips for Managing Change

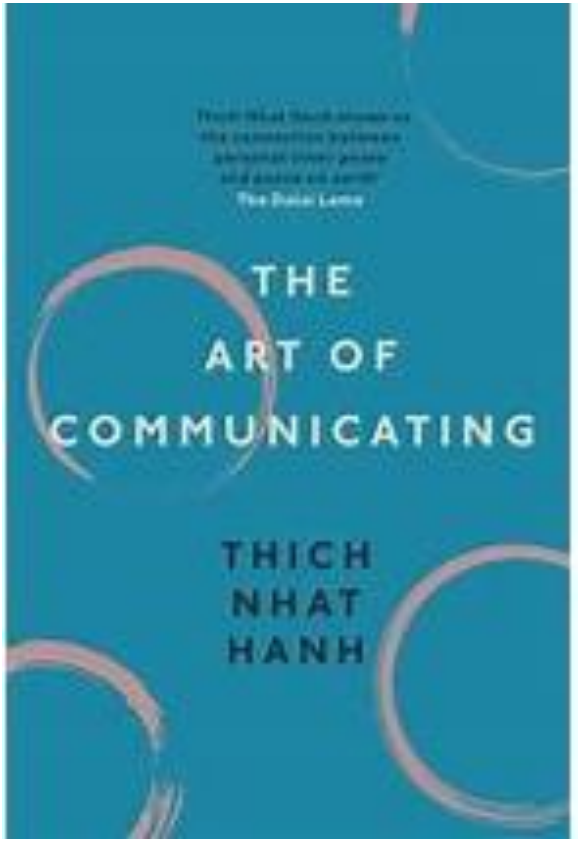
1. Communicate early, clearly, and honestly
2. Acknowledge emotions and uncertainty
3. Involve the team – get active
4. Provide support and resources – change!
5. Be kind to yourself

Tip 1 – Communicate Clearly and Often

- Be transparent, even when answers aren't clear
- Let staff and volunteers know it's okay to ask questions
- Share updates, even if there's “no update yet”

Key Principles:

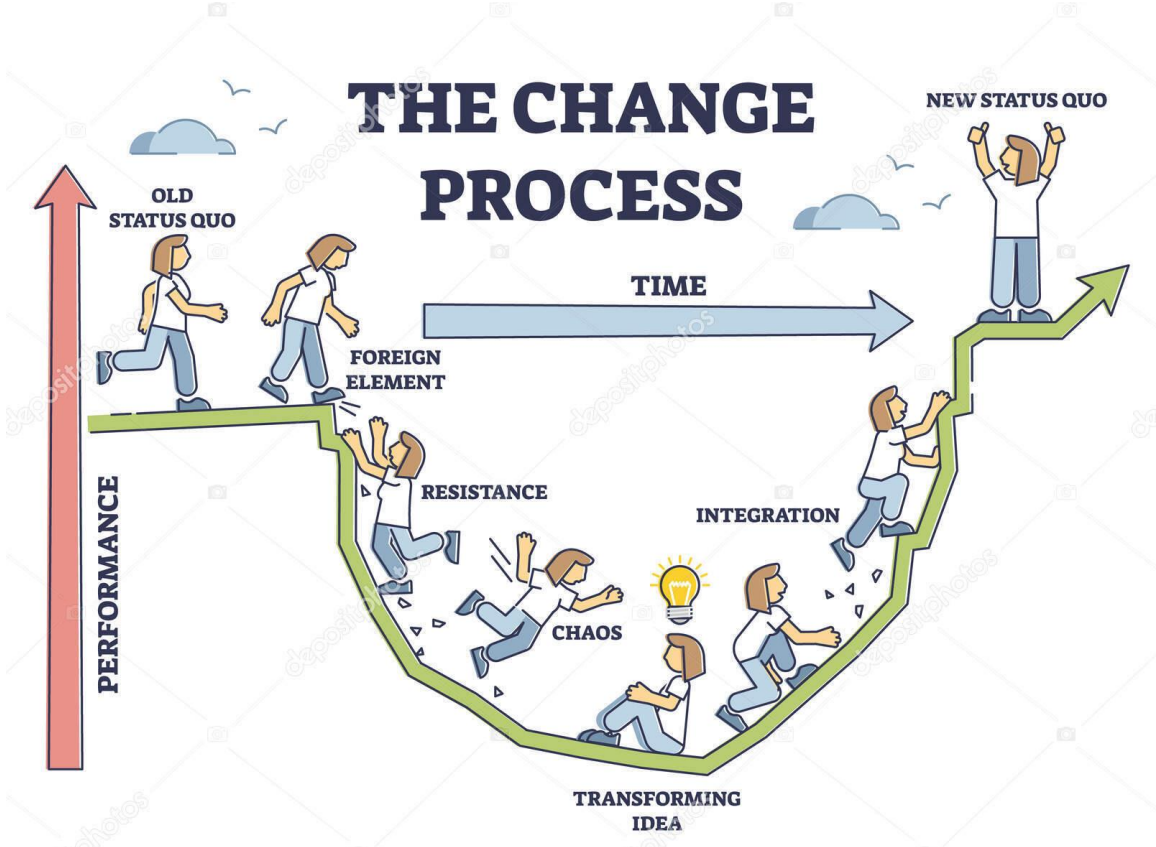
- Use multiple channels: email, newsletters, meetings
- Encourage two-way feedback
- Build trust through honesty



What’s previously worked well for your team/ volunteers ?

Tip 2 – Acknowledge Emotions

- Uncertainty = anxiety — that's normal
- Don't ignore it — address it upfront
- Create safe spaces for expression
- Validate feelings without being derailed by them



How do you make time to do this?

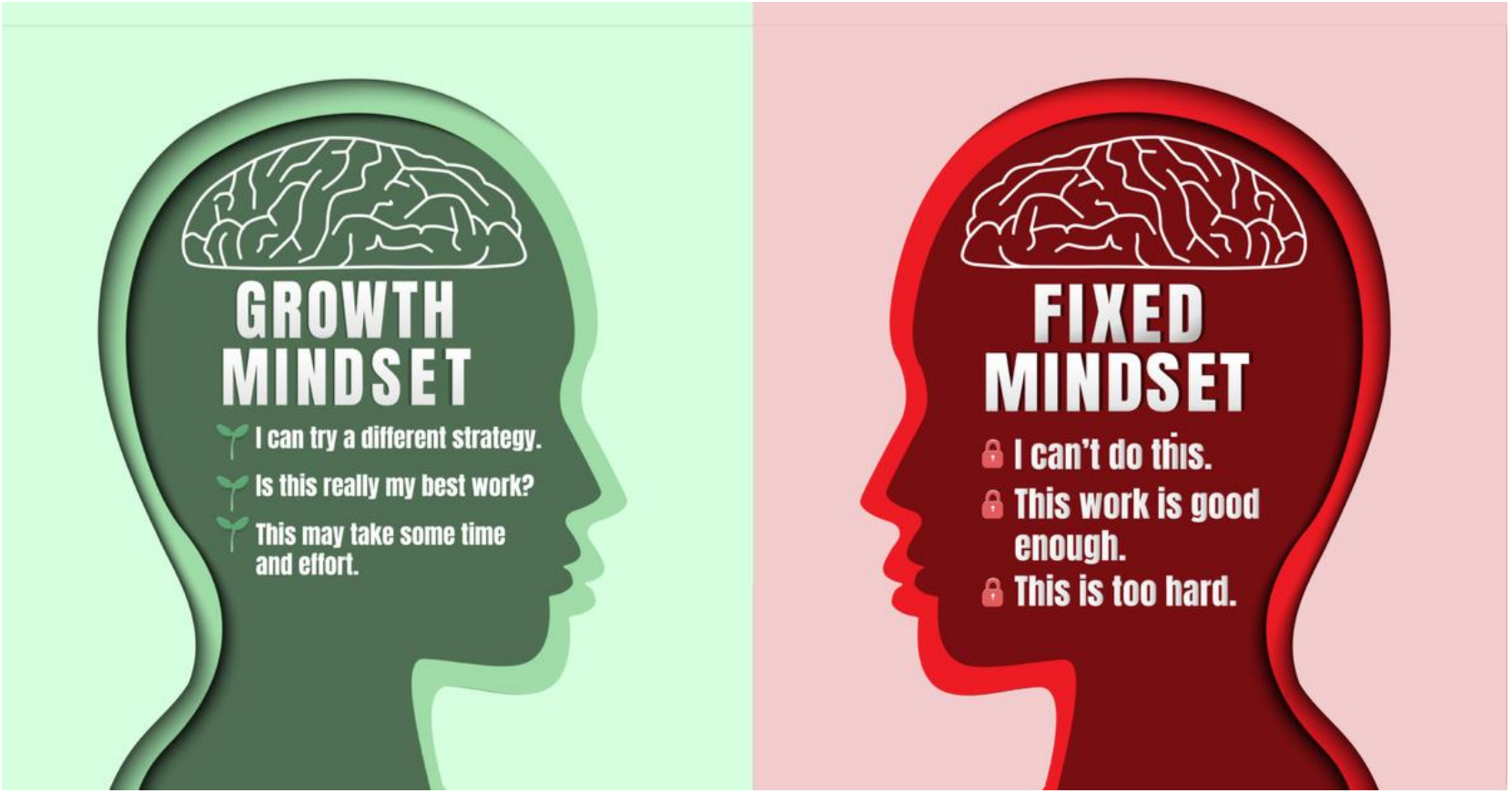
Tip 3 – Involve the Team and get active

- Involvement builds ownership and commitment
- Invite ideas and perspectives from all levels
- Where possible, allow teams to shape solutions
- Trust in your team's expertise and creativity

What does involvement look like in your team?

Tip 4 – Provide Support & Resources – change!

- Adopt a growth mindset
- Upskill staff and volunteers for emerging roles
- Offer:
  - Coaching
  - Mentoring
  - Peer support
- Understand: Productivity may dip—and that's okay



Do you have a fixed or growth mindset?

Tip 5 – Be Kind to Yourself

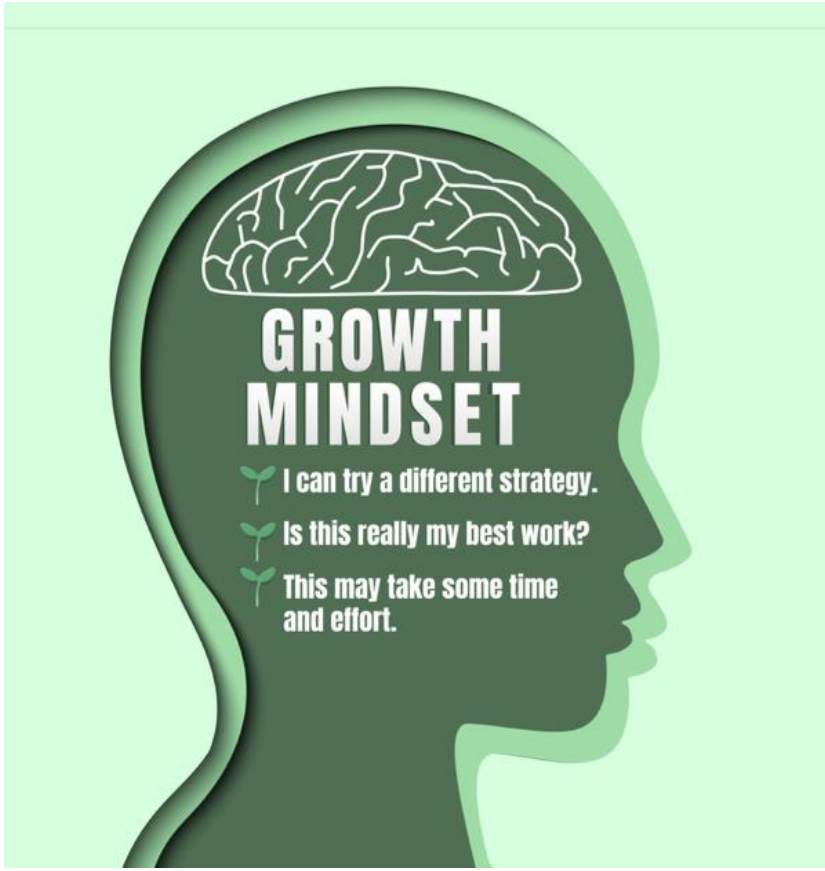
- Volunteering leads wear many hats
- Don’t forget your emotional wellbeing
- Talk to someone who listens
- Connect with peers who understand
- Helpforce online community: a place for connection and support

What does ‘be kind to yourself’ mean to you?

Conclusion

Lead with Compassion and Confidence

- Change is challenging—but also a chance to grow
- Embrace:
  - Open communication
  - Empathy
  - Flexibility
  - Shared purpose



In times of change, what sort of a leader are you ?

Final Thought