

Make A Difference Volunteering Awards Information for individuals nominating volunteers

Who can be nominated?

Any active volunteer registered with Imperial Health Charity can be nominated for an award. These awards are intended to recognise outstanding contribution as a volunteer so we would usually expect nominees to have been volunteering with us for a minimum of three months. Volunteers who have received an award within the previous 12 months won't be considered for a further award until a minimum of 12 months has passed since the previous award was presented.

Who can nominate?

Any member of staff within Imperial College Healthcare NHS Trust, Imperial Health Charity or one of our partners as well as volunteers can nominate a volunteer for one of the Make A Difference Volunteering Awards.

When are nominations open?

There are no set windows to submit nominations as we will accept nominations throughout the year. They will be reviewed and approved at regular intervals and presented at the earliest opportunity.

How can I make a nomination?

Go to www.imperialcharity.org.uk/volunteer-awards and click on the link for the nomination form. You will be asked to provide some basic information about yourself and the volunteer you are nominating before providing a short citation describing why the volunteer deserves an award and how they meet the suggested criteria for that category.

How many volunteers can be presented with an award at any one time?

There is no set limit, so every individual with a nomination that appropriately meets the criteria will receive the award. Volunteers must be up to date with their core training, any vetting requirements and have attended at the point that the nomination is received. Where a nominee doesn't fully meet these administrative criteria we will hold the nomination in confidence and work to ensure that these are completed.

How will the awards be presented?

We will arrange a time and place with the award recipient so we can make a presentation. This may be on their shift with the team they volunteer with, or, depending on timing, this may take place at a volunteer social event.

What are the awards?

There are four Make A Difference Volunteering Awards which volunteers can be nominated for, each with its own set of criteria. Volunteers being presented with an award will receive a pin badge displaying the name of the award along with a framed certificate.

Kind Award

- Always introduces themselves when approaching staff, patients and visitors, giving their name
- Steps in when people need help
- Always smiling and helpful
- Makes time for meaningful interactions
- Has shown an example where they have gone above and beyond what is expected, while not overstepping the boundaries of their role

Expert Award

- Completes all required training, including refresher training and any additional, relevant training for their role
- Shows a willingness to increase knowledge and skills
- Has developed a greater or in-depth understanding of the area on which they volunteer
- Has positively impacted on an improvement project
- Keeps up to date with department and Trust news, including any Care Quality Commission reports relevant to their role

Aspirational Award

- Puts themselves forward to support volunteers or staff in the team, as a positive role model
- Identifies ways we can improve what we do, either by making thoughtful comments or by participating in advisory groups
- Champions volunteering by presenting a professional image at all time, such as maintaining required uniform standards and promoting volunteering in their community
- Ambassadors of the Imperial Health Charity by promoting the wider work of the Charity, fundraising or participating in events

Collaborative Award

- Works well with staff both in their department and across other teams
- Shares information and knowledge within the team
- Respects the diversity and culture of all staff, patients, visitors and volunteers and works inclusively with all
- Is always open and approachable
- Actively gets to know and build good working relationships with other volunteers

Example nominations (for reference)

Kind Award

Example 1

As a Welcome Volunteer at Charing Cross hospital, Matt will regularly approach patients as they enter the hospital to offer help and assistance. He is always smiling and shows patience when patients do not have the full information of where they need to be that day. Matt asks questions to ensure patients are sent the right way, without being too intrusive with their personal data. He will often go above and beyond in role, by escorting people to the Outpatients area on the first floor to make sure that they do not get lost.

Example 2

Since Abdul started volunteering as a Patient Support Volunteer at St Mary's Hospital he has been a real breath of fresh air and such a terrific addition to the team. As a volunteer for PALS for several years, it has been so good to have a new volunteer colleague come in, and so quickly become a part of the team, embodying the Kind value in all he does. Abdul hasn't stopped smiling since he arrived, going out of his way to support staff, his fellow volunteers on shift, and helping patients by listening to their concerns and making valuable notes. He very quickly builds relationships with volunteers, through introducing himself to busy staff and patients equally and ascertaining useful feedback to help the hospital make improvements. Last week whilst on shift, Abdul stayed with a patient who was waiting for transport 2 hours after his shift had 'officially' ended because they got on so well, and he felt it important to ensure the patient (who was on his own) got home safely. He really went above and beyond. Abdul is not only one of the best volunteers I have ever had the pleasure to spend time alongside, he is one of the kindest people I know!

Expert Award

Example 1

As an extremely stretched member of Trust staff, I first engaged volunteers, hoping that I would feel supported and that volunteers would help me to do more. I had a list of things I had planned on doing as special extras to make the experience for visitors to the Alexander Fleming Laboratory Museum even better – and since Esther has arrived we've made incredible progress! Esther is a highly organised, intelligent and diligent volunteer who on top of completing her Refresher Core Training (which she looks forward to!) actively seeks other opportunities to know more. She does this through reading and researching, keeping up to date with Trust and Imperial Health charity news and through coming to shift with a list of pre-prepared questions for me on shifts. If a visitor asks Esther a question she doesn't know the answer to, she will do everything in her power to find out, which has given her an in-depth knowledge of everything Fleming. Even after volunteering at the museum for 5 years, Esther is still keen to continue to become more and more expert to help improve the experience for our museum guests.

Example 2

Marie is amazing in her role as administration support with us in the Haematology Outpatients department. While she had a number of administration skills she wanted to use from her previous job before she retired, she is always reminding me when her role specific training is due such as information Governance which allows her to continue to be a competent and confident volunteer. When considering a new filing system for the department, Marie contributed ideas to the team and set into action with the system we finally decided on. She worked on sorting the paper files in a timely manner, much quicker than we anticipated. Marie always has something to contribute when she comes into volunteer, sometimes even updating us on Trust News she has read in the newsletter or on the noticeboards throughout the hospital.

Aspirational Award

Example 1

Dom put himself forward to help new volunteers on 3 North to get to know the department and build confidence in, what can be, quite a highly emotional role. He has been an inspirational mentor and great role model. He demonstrates how to support patients, who may have been recently diagnosed with cancer, in a calm and friendly manner and provides a friendly ear for new volunteers to express concerns and share difficult interactions with. This peer to peer support has proved very valuable and new volunteers have said that his guidance has been a huge benefit to them both personally, and in the role.

Example 2

Robert has been volunteering with the Friends of Hammersmith for just over one year. He has supported me as the Friends Manager to increase the sales within the retail shop over the last five months. Completing the required training in a timely fashion he expressed a keen interest in learning more about what stock has been selling the most. He has a keen eye for marketing and has presented me with a number of ideas, a couple of which we have taken forward. Together we have developed a streamlined approach to role specific training which he supports other volunteers with to ensure they understand the best retail practices and procedures. Keeping up to date with NHS Trust Campaigns such as 'Getting ready for Winter' Robert has suggested products we should stock which would support the campaign to ensure patients and visitors have access to products to keep them safe and well. Robert always turns up for his shift looking smart and professional in his uniform and I know he has supported a number of fundraising events with the charity on the weekend and evenings when he can.

Collaborative Award

Example 1

Ze has been volunteering in the Friends of St Mary's Café for the last two years as part of a team of several volunteers on one of our busiest days, a Wednesday. As a member of staff, I am very lucky to have her, as she is so easy to look after! Ze very quickly built relationships with the other staff and volunteers, asking questions to develop herself, and being very open to feedback and sharing ideas. She has created a Wednesday tea club – where herself and three other volunteers go for a cup of tea together after their shift, which has only helped improve the way they work together, and the atmosphere within the café. Ze arrived lacking confidence in her English language skills, and has since blossomed and grown, she now give us all lessons in Mandarin, which comes in very helpful when we have international visitors looking for items. Ze is respectful, approachable and a joy to be around – a real team player!

Example 2

Lisa is a breastfeeding support volunteer and has been a welcomed member of the team on the Edith Dare Ward. Lisa can speak three different languages fluently which is extremely beneficial in being able to communicate with some of the new mothers. She makes every mother feel special and instils confidence in them that they are able to continue breastfeeding, even when it is proving difficult for them. She works well alongside all the staff in the department and will promptly inform us if there are any problems with any of the equipment she is trained to use or with any of the mothers health and wellbeing. I see the Lisa always leaves a little handover note to the next volunteer, especially if there is a mother which she feels would benefit from support the following day. She has used her initiative to do this and we are extremely thankful as the ward can be extremely busy. We know the mothers are getting the right information from Lisa. She is a pleasure to have as part of our team.