



# Volunteer Strategy 2023–2025

Volunteers are at the heart of  
Lymphoma Action

**Lymphoma Action is the UK's only charity dedicated to lymphoma, the fifth most common cancer.**

**Our vision is that everyone affected by lymphoma will receive the best possible support, treatment and care.**

**Our mission is that through information, education, support and influence, we will make sure no one has to face lymphoma alone.**

All our work is underpinned by our values:







# Introduction

Following the launch of our first ever volunteer strategy in 2018, we have refreshed our aims for 2023-2025, in line with Lymphoma Action's updated Charity strategy. It shares where we will focus our energy and resources over the next 3 years.

Volunteers are at the heart of our work, and this is at the core of our strategy. We recognise that together with our volunteers we can make a real difference for people affected by lymphoma and we want volunteers to get the most out of their experience. We are committed to making volunteering inclusive, meaningful and impactful.

# The difference volunteers make

We are truly grateful for the invaluable time, expertise, experience and care our volunteers give. We simply couldn't reach as many people as we do without their support as they make many of our services and activities possible.

Volunteers are central to increasing the impact of our work in all that we do for people affected by lymphoma and we are fortunate that we can work together to help make sure no one has to face lymphoma alone.

You are very special people who make a difference to others at a time in our lives when it's needed.


Service user

Your gifts of time and support make all the difference to the success of our services, events and activities.

Lymphoma Action staff member







**#LymphomaMatters**

# Where we are now

The Covid-19 pandemic impacted how we recruited, supported and involved volunteers. Some volunteer roles were moved online, others were paused; we created new opportunities and a number of volunteers stepped down.

It did provide us with an opportunity to reflect and to experiment. We were able to redefine our volunteer roles and connect volunteers online across the UK, as well as offer digital volunteering and diversify our opportunities.

We are very grateful for the support our volunteers have given during this period of change.

Over the past year, we have been gathering insights, information, and feedback to help inform our direction over the next three years. Together with volunteers and staff we have co-designed our revised aims, alongside reviewing the new ten year vision for volunteering across England and the new volunteer action plan for Scotland.

## Our vision for volunteering

Through a supportive and empowering volunteer experience, our volunteers will make the greatest positive impact for people affected by lymphoma.

# Our plans for the future

The volunteering landscape has changed. There has been a positive shift in the recognition of the essential role volunteers have in supporting and bringing communities together, delivering services and making a vital difference.

There is now more emphasis and awareness for flexible and informal volunteering, collaboration, volunteers leading change, and the use of digital.

Our strategy reflects where we are now and where we plan to be, with our focus remaining on the following three priorities:

**1. Strengthening the volunteering infrastructure**

**2. Providing a meaningful volunteer experience**

**3. Expanding our volunteering opportunities and recruitment**



I love to volunteer as it gives me a sense of purpose and fulfilment. I feel I'm making a difference and most of all connecting people heart to heart.

**Volunteer**



# Our strategy

## Strengthening the volunteering infrastructure

- Develop the culture, awareness and understanding of involving volunteers across the organisation.
- Strengthen the management of volunteers, preparing and supporting all staff to work alongside and with volunteers.
- Review, revise and implement policies, procedures, learning and guidance to support volunteers to carry out their roles safely and effectively.
- Achieve the Investors in Volunteers accreditation to demonstrate our commitment as a volunteer-involving organisation.

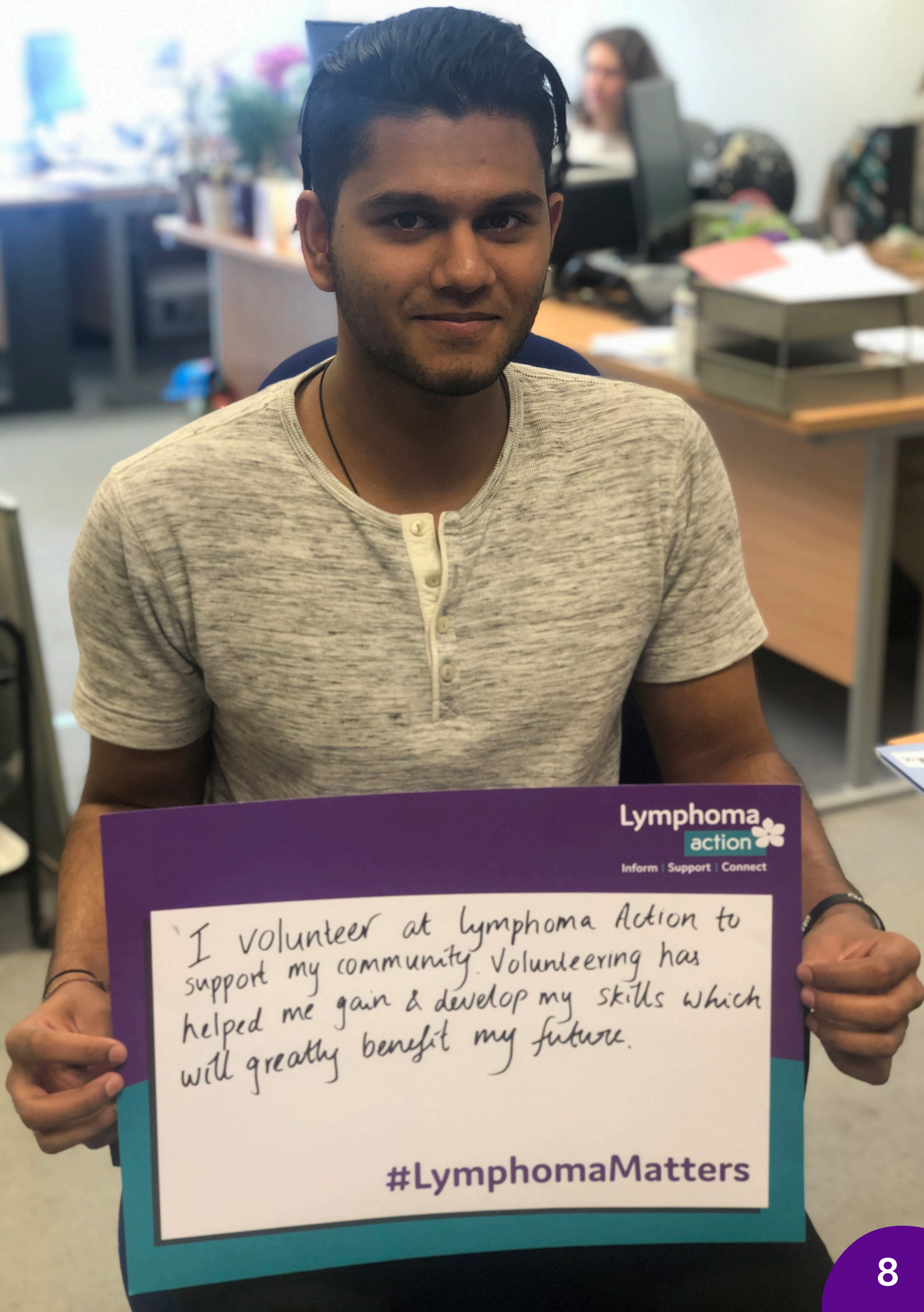
## Providing a meaningful volunteer experience

- Embed the volunteer experience in all that we do, putting the volunteer voice at the centre of our volunteering developments.
- Understand how volunteers feel about volunteering with Lymphoma Action and how they would like to engage with the wider volunteer community to support their involvement.
- Develop and expand opportunities for peer support and connection to enrich the volunteer experience.
- Create learning and training opportunities to support volunteers to increase and develop their knowledge of lymphoma and complement their skills and expertise for their role(s).

## Expanding our volunteer opportunities and recruitment

- Identify and develop volunteering roles that will maximise the delivery of our services to people affected by lymphoma.
- Create flexible and accessible volunteer opportunities that harness the valuable skills, expertise, and experience of volunteers.
- Deliver our recruitment plan to improve how we recruit and welcome volunteers, striving to build an inclusive and diverse community.
- Strive to measure the impact our volunteers have for people affected by lymphoma and the Charity, to celebrate the valuable contribution they make and encourage people to get involved in volunteering.





**Lymphoma**  
**action**   
Inform | Support | Connect

I volunteer at Lymphoma Action to support my community. Volunteering has helped me gain & develop my skills which will greatly benefit my future.

**#LymphomaMatters**



# How volunteering aligns with Lymphoma Action's strategy



## Ensure that people understand lymphoma

- Volunteers helping to create and review information.
- Extending the reach of our information through roles that involve sharing and promoting our information.



## Enable people affected by lymphoma to feel supported by others who understand what they are going through

- Volunteers delivering our peer-led services.
- Volunteers sharing their lymphoma experience.



## Empower people affected by lymphoma and their healthcare professionals to communicate with confidence

- Expanding and developing our volunteering opportunities that connect with healthcare professionals.



## Be a voice for people affected by lymphoma to influence the decisions that affect them

- Volunteers actively engage in sharing their experience through panels and forums, personal stories, media activity and consultations.



## Increase the impact of our work by making best use of our resources

- Growing our volunteer community.
- Providing a meaningful volunteer experience.

# Delivering the strategy

The volunteer strategy will be delivered through a plan of specific key activities over the next 3 years.

It will be delivered flexibly to respond and adapt to emerging operational needs for Lymphoma Action, the latest research and developments across the sector and, most importantly, the volunteer voice.

We will measure the progress and success through regular monitoring and reporting of key information, data and feedback.

Volunteering can give you a sense of purpose and something you will enjoy doing. You also make a real difference to the lymphoma community.

Volunteer





Thank you to our volunteers for the time, compassion, skills and commitment they give in helping us to inform, support and connect people affected by lymphoma.

Together we can help make sure no one faces lymphoma alone.

### **If you're affected by lymphoma, we are here for you:**



Visit [www.lymphoma-action.org.uk](http://www.lymphoma-action.org.uk)



Email [information@lymphoma-action.org.uk](mailto:information@lymphoma-action.org.uk)



Helpline (freephone) 0808 808 5555 (Mon to Fri, 10am to 3pm)



Live chat via our website (Mon to Fri, 10am to 3pm)

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