



**National Association of Voluntary Services Managers**

*Leading volunteering in the NHS and Healthcare*

Enhancing the experience of patients,  
service users, carers, staff and volunteers

**Our plans for the next  
five years**



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# MISSION

**Lead, promote, and develop best practice  
in volunteer management in the  
NHS and Healthcare.**



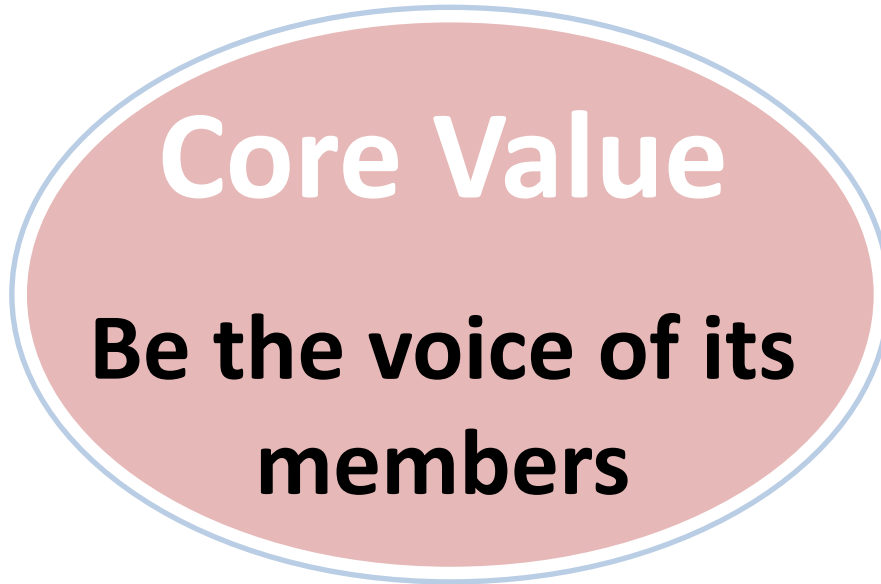


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**We will listen to our members, hearing their feedback, concerns, and issues so that we can incorporate it into the work we do on their behalf.**



Core value

Work with integrity

Core value

Promote best evidence based practice

Core value

Pro-actively influence

Core value

Be the voice of its members

Core value

Share knowledge, skills and expertise

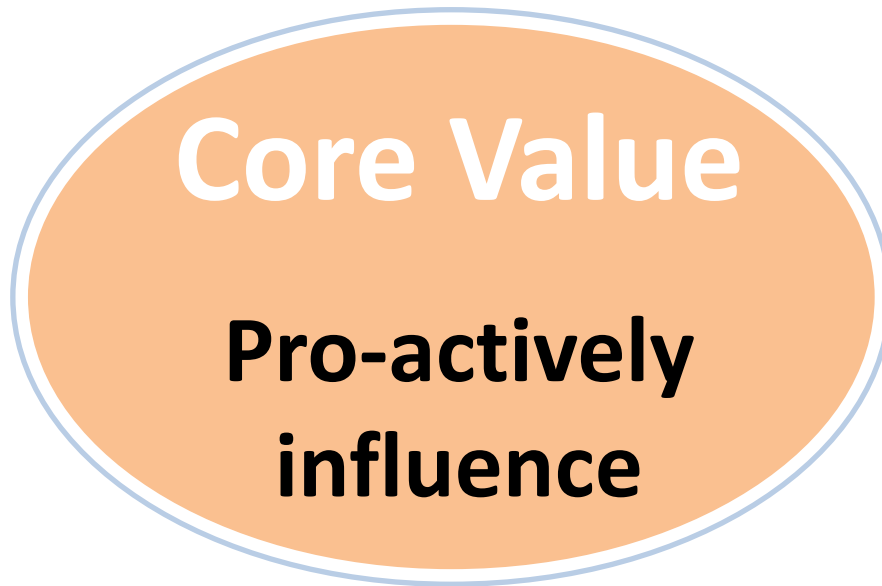


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**By working with and involving members at a local and national level, we will be proactive in influencing other key policy makers and stakeholders so that they have an understanding of the added value volunteer services contribute. We will extol the benefits to patients, service users, staff, volunteers, the public and organisations.**



# NAVSM

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**NAVSM has a wealth of expert knowledge and skills through its members, National Executive Committee and those we work with. We will share this with our members and use it to influence policy development at a local and national level.**





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**We will work to develop and promote best evidence based practice in all aspects of the management of volunteers within the NHS and healthcare.**



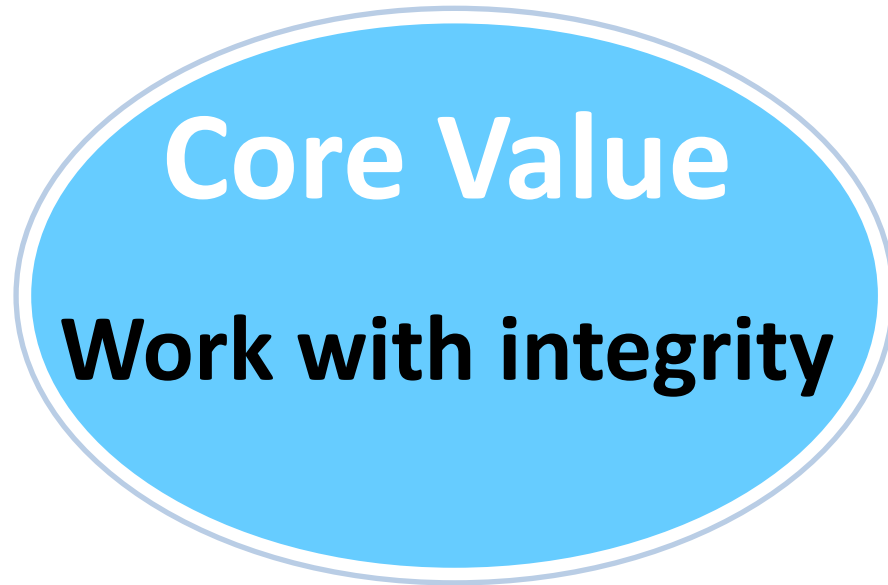


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**Integrity will underpin all that we do. We will work in an open, honest and transparent way to do the very best for our members and for volunteering within the NHS and healthcare.**





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## STRATEGIC AIMS

- **Be the recognised Association of choice for Voluntary Services Managers in the NHS and Healthcare**
- **Be innovative in voluntary service management**
- **Champion and develop Voluntary Services Managers**
- **Influence policy makers**
- **Promote and publicise the work of NAVSM**
- **Be financially sustainable**
- **Protect the future of NAVSM**

These aims will inform our objectives and action planning each year.

