



National Association of Voluntary Services Managers
Leading volunteering in the NHS

What If I Was Knocked Down



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NAVSM

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How prepared is your department if you are suddenly not there ?

Do you have a continuity plan?

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**Has any one got a plan or
handover toolkit in place?**



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Toolkit essentials could be:
NAVSM best practice guidelines
Mandatory training booklet

Copies available @
www.navsm.org

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Table Top Activity



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- 1. What do you think is the most important knowledge in your current role**
- 2. Which Activities require specific skills that other, less experienced individuals may not have?**
- 3. Are there specific, software, tool techniques you frequently use that others may not be familiar with?**
- 4. Are there pressing issues that need to be dealt with in the long term?**
- 5. Are there any documents issues that need to be dealt with long term?**
- 6. Are there any specific people skills you bring to bear which help you get the job done/resolve problems?**



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- 7. Who are your key contacts (internal and external) for expert advice, decisions, permissions? Are these known to other members within the Team?**
- 8. What is likely to go wrong and how do you usually respond?**
- 9. What is the key documentation in your role? Is this readily available to the Team through the S drive or intranet?**
- 10. Are there any unexploited ideas or potential improvements/innovations you want to mention?**
- 11. Is there anything else in relation to this role that we haven't covered and we should be aware of? E.g. lessons learned, particular challenges?**

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**Identify someone to help you
facilitate your knowledge to
compile your toolkit**

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**What had been discussed
today will be collated and put
the web site**

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QUESTIONS

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