

**Supporting your team and volunteers**

*Tips and resources on building resilient teams and avoiding burnout*

With the rising cost of living and lasting impact of the pandemic, there has been an increase in demands on charities and community centres. For staff and volunteers in the voluntary and charity sector, as demand for services has increased, resources have become more strained and volunteering has decreased. Almost a quarter of all charities in the UK say that stress, burnout and large workloads are a main reason staff and volunteers leave.

We know that Warm Welcome Spaces are feeling the effect of this and Warm Welcome is here to support you. This resource has some helpful tips and resources to help you build a resilient team.

Top Tips:

* Set a culture that puts your staff and volunteer wellbeing as a key part of your Space
  + **Prioritise work-life balance.**
    - Set a team culture of not over-working (e.g. no emails or calls outside of contracted hours). Write and enforce an overtime policy with your work in mind. Encourage people to take back their overtime as TOIL and ensure everyone takes all their time off.
    - Encourage people to take breaks during the day and to take their whole lunch break. Why not encourage your team to rest, take breaks together, or put on team or wellbeing activities over lunch e.g. Walk on Wednesdays.
    - Build time into your work week for your team to get to know one another, this is as important if your team works remotely.
  + Encourage new and existing staff to write **Wellness Action Plans** to set a culture of prioritising mental health. Template here: [Free wellness action plan template | Mind](https://www.mind.org.uk/workplace/mental-health-at-work/wellness-action-plan-sign-up/)
  + Build in **structures to support staff and volunteers** following difficult situations or interactions with guests. This could be through one-off or regular line management structures or check-in meetings. Or, if you have the resources, consider offering **vicarious trauma therapy**.
  + Signpost **mental health resources** clearly within your organisation. Share existing resources, or create your own pdf or poster with tips for looking after mental health and where to go for help.
  + Sometimes it’s best to focus on knowing what you do and doing that really well. We can’t fix every issue. Saying no, or no for now, can provide an opportunity to think creatively about new solutions. If your team doesn’t have capacity, why not see if you can bring partners into your space to help address new or growing needs. (Check out this resource for more ideas on building partnerships that work.)
  + Build in time for celebrating your team, particularly after busy or challenging times.

Resources:

* [Resources to support staff members' mental health | Mind](https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/useful-resources/)
* [Supporting Mental Health at Work: Practical guidance | CIPD](https://www.cipd.org/uk/knowledge/guides/mental-health-support-guide/)
* [Vicarious trauma and safeguarding yourself at work - Advance Charity](https://www.advancecharity.org.uk/news-views/our-views/safeguarding-yourself-and-others/)
* [NHS talking therapies for anxiety and depression](https://www.nhs.uk/mental-health/talking-therapies-medicine-treatments/talking-therapies-and-counselling/nhs-talking-therapies/)
* [Shout](https://giveusashout.org/)
* [Contact Us | Samaritans](https://www.samaritans.org/how-we-can-help/contact-samaritan/)
* [Free Resources - The Anti-Burnout Club](https://theantiburnoutclub.com/free-resources/)