



## Compassion, Empathy and Resilience: Virtues in Volunteering

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## **Abstract**

The Jubilee Centre has recently collaborated with Radio Lollipop, an international charity that gives young people a voice and a choice during their stay in hospital. The Centre is delighted to work with Radio Lollipop, who has over 35 years' experience of providing care, comfort, play and entertainment to young people in hospital. In April 2017, Radio Lollipop held their UK Training Weekend on the theme of 'Compassion, Empathy, & Resilience' of volunteers in hospitals.

As Director of Strategy and Integration and Radio Lollipop Trustee, I spoke at the conference about the importance of each of these virtues in hospital settings, as well as considering the tools required to help us develop good practice. This presentation will feature a film that captures personal stories of Radio Lollipop volunteers, which focus on each of the three virtues that the conference sought to promote.

## **Compassion, Empathy and Resilience: Virtues in Volunteering**

I have been a volunteer for over 8 years. I started with Radio Lollipop just under 8 years ago, visiting hospital wards, bringing Radio Lollipop's unique 'Playdio' service to the patients of at Birmingham Children's Hospital (BCH). I initially, and unashamedly, began volunteering for 'CV' purposes – in order to apply for a graduate entry medicine course at university. However, I soon saw the value in the volunteer work that I was engaging in, and felt the 'double benefit' to both patients in BCH and to my own character development.

Radio Lollipop, as indeed many charities are, are undoubtedly a values-led organization. They display these values through delivering a service built upon 'care, comfort, play and entertainment'<sup>1</sup>. The work that the charity does, not just at BCH, but at hospitals worldwide, focusses on patient wellbeing, and 'the healing power of play'.

Volunteering for Radio Lollipop, I have taken on responsibilities for leading teams, chairing the Birmingham volunteer team, and am now a Trustee of the Birmingham station. In April 2017, Radio Lollipop secured a small grant from the Jubilee Centre to reconsider the values that underpin the work that its volunteers carry out in the UK, across 10 stations. A focus on values would form the theme of the 2017 National Training Weekend, with a particular focus on compassion, empathy and resilience, what they are, their importance to Radio Lollipop, and how they may manifest themselves in the life of a Radio Lollipop volunteer. As part of the conference, stories from volunteers were captured which acted as case studies of each of the values in focus. This paper is a presentation of that [short film](#), with a further update on how the work has been developed since the Training Weekend, and the next stages for re-evaluating the values of the charity. The film is available by clicking the image below.

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<sup>1</sup> See Values & Aims (available at: [https://radiolollipop.org/?page\\_id=42](https://radiolollipop.org/?page_id=42) accessed on 18<sup>th</sup> December 2017).



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