



Information Pack

for voluntary and community organisations
using the services of

Havant Volunteer Centre

Havant Volunteer Centre

The Pastoral Centre

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**Havant Volunteer Centre is part of
HCCS (Havant Council of Community Service)
Charity No 229351**



How to register with Havant Volunteer Centre

Contact us. We can agree the best way to meet your needs. This may be through e-mail discussions, telephone or arranging a face to face meeting. We can answer your questions and help you to register.

1. Complete an Organisation Registration Form

This form provides us with the appropriate contact details for your organisation, your mission statement and an outline of your main activities. This information is used to help potential volunteers decide whether they are suited to your aims.

Download your Organisation Registration Form from www.havantccs.org.uk on the Volunteer Centre page,

You may want to use this checklist before you register with us.

You do not necessarily need to tick every box.

Organisation Essentials. Do you have....	
	A written mission statement
	A list of the main activities of your organisation
	A named key person for managing volunteer referrals
For Volunteers	
	A Volunteering Policy – an outline of how your organisation works with volunteers
	A process for volunteer recruitment – how you will respond when a volunteer contacts you and how you will select which applicants to take on as volunteers
	Volunteer Induction – information you will give the volunteer about your organisation
	Volunteer training (where applicable to the role)
	Volunteer support – a named person who will give the volunteer ongoing support
	A Health & Safety Policy and Risk Assessments relevant to your Volunteering Roles
	Arrangements for working alone or at home (where applicable)
	Equal Opportunities Policy
	Confidentiality Policy (where appropriate)
	Insurance
Finance	
	Payment of volunteer out of pocket expenses

Havant Volunteer Centre can help you with any of these and has templates for some of the documents you may want to create.

2. Complete a Volunteering Opportunity Registration Form

This form provides us with the name of your volunteering opportunity, a brief description, the skills and qualifications desired together with confirmation that your organisation has the appropriate policies and procedures in place.

You may find this checklist useful before you complete your form.

	Do you have?
	A description of each volunteering opportunity – what the volunteer will be doing
	A description of the skills or qualifications needed for the role
	Which day or times you want the volunteer to be available
	An understanding of whether an age or gender restriction should be applied
	An understanding of whether disabled volunteers can access the opportunity
	An understanding of whether a CRB check is necessary for this role

You can advertise several opportunities. Additional copies of the form can be downloaded from www.havantccs.org.uk on The Volunteer Centre pages or you can request in hardcopy by post.

One off events

If you need volunteers for one off events, for example a car parking attendant at a fundraising event, help with decorating your facilities or another one off task, let us know at least two months before your event. Although we cannot guarantee success, we will endeavour to make contact with volunteers willing to take part in one off volunteering.

In December, we often receive enquiries from potential volunteers offering their time over Christmas and in the Summer we receive enquiries from students wanting to volunteer during their Summer vacation. If you give us details of your seasonal opportunities we will advertise them on your behalf.

How www.do-it.org.uk Works for Organisations

Advertising your volunteering opportunities

- When you complete a volunteering opportunity registration form, you can opt to advertise on the national volunteering database www.do-it.org.uk . If you decide not to do this, your opportunity is only advertised directly through the Volunteer Centre database to personal contacts.
- Most volunteering opportunities are posted on the national volunteering database. The information you see is identical to that provided by you on the opportunity registration form which is uploaded to the website.

Checking the information about your opportunity

- Enter the website www.do-it.org.uk
- In the pink “Want to volunteer” click on “advanced search”
- Section 1: Enter the postcode for where your opportunity takes place (or the Volunteer Centre’s postcode PO9 2HU if your postcode falls outside the Borough of Havant)
- Section 2 enter part of the name of your organisation as a key word

- Section 4 click "Find it"
- **If you can't find your opportunity, please contact us.**
- Once you have found your opportunity, click "More information and contact details". This will show you what is held on our local database and the information that is provided to potential volunteers.
- It is simple to make changes; just contact the Volunteer Centre and agree amendments.

- **Essential Things to Consider When Working with Volunteers**

Health and Safety

- You need to be aware that - just like with paid employees - you are liable for your volunteers' health and safety while they are volunteering for you.

Insurance

- Ensure your organisation is covered by an appropriate insurance policy for the activities they are undertaking for you. We cannot ask people to volunteer for you unless we know that you have insurance in place.

Expenses

- People should not be left out of pocket from volunteering and so we ask that you reimburse your volunteers for travel expenses incurred in the course of their volunteering. While some people may not want to claim, other will not be able to afford to volunteer unless they can reclaim their expenses. However, you should only ever reimburse actual out of pocket expenses, anything over this may affect people's welfare benefits, be liable for tax or create a contract of employment.

Selection

- Be aware that we do not take up references or carry out Criminal Record Checks on the volunteers that we refer to you. The selection procedure is your responsibility.

Induction

- A new volunteer may have required considerable courage to start their role, so we ask organisations to ensure they feel welcome. Prepare an informal induction including the location of the opportunity, parking arrangements, refreshments and who to contact for advice.

Helping the Volunteer Centre to help you

1. Help us keep the information we hold up to date

Whenever you register a new opportunity with us it is a good idea always to check www.do-it.org.uk to make sure it is displayed correctly.

If you no longer need volunteers for a particular role then please let us know promptly. People wanting to volunteer often get discouraged if we tell them about a particular opportunity and then they find that they are not needed.

We need to know who the right person to talk to in your organisation is and the best way to contact them so please update us with any changes.

2. Don't lose a potential volunteer

Volunteers often take away the details of several volunteering opportunities with them. Responding promptly to a volunteer enquiry with plenty of information will help them make up their minds on what volunteering role is suitable for them. Leave them waiting and they will probably go somewhere else or worse still, not volunteer at all.

When we refer a volunteer to your organisation we explain that they should expect the organisation to contact them shortly. Please make sure you do. We do follow up volunteers ourselves but usually not until a couple of months after they have made contact with us.

3. Please let Havant Volunteer Centre know when a volunteer starts

It is really important to us to know how well we are doing at placing volunteers. We are a charity and have to report to the people who fund us on how many volunteers we place. Equally do let us know if we have not found anyone for you so we can discuss what is going wrong and how we can do better.

Other ways Havant Volunteer Centre can help you

Havant Volunteer Centre produces a **bi-monthly Volunteering Opportunities Bulletin**. This is distributed to many public places in Havant as well as to volunteers who have contacted The Centre in the last six months. If you would like to feature one of your volunteering opportunities in this publication contact the Centre and we will do our best to accommodate your requests.

The Centre is also building a mailing list of volunteers interested in helping out at **One-off Events/Tasks**. If you have an event/task that requires volunteers for a few hours or a day or if you have a team of volunteers who might like to help out at one of these events, please get in touch with us.

Havant Volunteer Centre is part of a larger charity known as HCCS (Havant Council for Community Service) Charity No 229351

When you start to work with us, we will suggest that your organisation becomes a member of HCCS. It is free! See www.havantccs.org.uk under HCCS Publications.

We can provide **information, advice and practical help** about most things to do with running a voluntary or community organisation whether it is writing a volunteer policy or how to be successful with fundraising. In conjunction with Harbourside Training we also run subsidised **training courses** for volunteers and paid staff of voluntary and community organisations.

We hold **regular networking events** so you can get together with people from other organisations who also work with volunteers.

We work hard at **representing the views of voluntary organisations** in the Borough of Havant so if you keep us informed about any issues you are experiencing we may be able to raise these at the various strategic community forums that we belong to.

Resources are available to use or hire. These include colour photocopying, laminating, hire of a projector and a hearing loop.

A Few Tips for Successful Volunteer Recruitment

1. Have an attractive role description

When you advertise a volunteering opportunity with us we ask you to write out a description of what you want the volunteer to do for you. Often this will be all the information the potential volunteer will see about you - so make it work for you.

- Does the role sound interesting and worthwhile?
- What will the volunteer get out of it?
- If it's a complex role - will there be training or will the volunteer be expected to be an expert?
- If the role might be perceived as rather mundane - have you emphasised the benefits e.g. being part of a friendly team or telling them how essential the task is to running your service.

Remember we have more than 300 volunteering opportunities on our books; you need to make your one stand out!

2. Make it clear what skills/personal qualities are required

People can be put off some roles because they can sound more complicated or formal than they are, or people think you will expect a higher level of expertise than they have. People often want a bit of reassurance that they will get some help when they start and they won't be expected to know everything from day one.

Conversely - don't be afraid to ask for volunteers with specialist knowledge when that's what you need. There are a lot of people who do want to use their skills and expertise to make a difference.

Be clear about how much support you can offer your new volunteer. If you want someone who is a self starter and can work using their own initiative, say so. If your organisation can offer a bit of support to a potential volunteer who perhaps lacks confidence or who needs some specific training make sure you say this.

3. Stay in touch

We have a lot of volunteering opportunities which we promote equally but the more you talk to us the better we can understand what your organisation does and what your volunteers do. The more we know about you the better we can be at "selling" your opportunities.

If you are particularly short of volunteers for a certain role, then give us a ring and tell us about it. We may be able to put a special advert in our bi-monthly Volunteering Opportunities Bulletin or feature your opportunity on our website.

We do, from time to time, find we have some volunteering roles that attract no interest at all. We can discuss with you ways we can help you, perhaps helping you to re-write your role descriptions or putting you in contact with the local media.

We will also aim to contact you every year just to check we still have all your details correct.

Volunteer Policy Template

Title: *Name of Organisation* Volunteering Policy

Introduction: What is the purpose of this policy? Write the organisation's aims and approach to volunteer involvement. The policy will provide guidance and direction for volunteers and staff.

Definition: Who is classed as a volunteer? What do volunteers mean to your organisation?

Aims: What is your aim in relation to volunteers? e.g. encourage volunteers, maximise participation of volunteers, support volunteers and so on (There could be more than one aim).

Volunteering: - expectation for and of volunteers

How do volunteers "fit in" to your organisation?

What rights do volunteers have?

How will you show commitment to your volunteers and what commitment do you expect from volunteers in return?

e.g. *Name of Organisation's* Volunteers can expect to:-

- Be valued as an individual
- Have an Induction and Role Description
- Have the opportunity to negotiate duties
- Be respected and treated fairly
- Be included in staff meetings
- Contribute to developments and decision making
- Be offered training and opportunities for personal development
- Receive supervision and the opportunity to discuss concerns
- Receive continuous support and feedback
- Be reimbursed for out of pocket expenses
- Be insured
- Have a safe working environment
- Have up to date information about the organisation
- Receive recognition and /or accreditation for their work

Name of Organisation expects its volunteers to:-

- Commit to a certain length of time, number of hours per week
- Arrive on time
- Be reliable
- Inform relevant member of staff if going to be late or absent
- Attend supervision and training events when required
- Follow the procedures and policies of the organisation
- Treat staff members, other volunteers and service users with respect
- Help the organisation to work towards its aims and objectives
- Perform agreed duties
- Report any accidents to a member of staff
- Respect confidentiality
- Consult the appropriate person if in need of help or guidance

Recruitment and Selection

This may vary according to the roles you are advertising but there may be some standard principles that you would like to include in your policy.

- How will you recruit volunteers?
- Is there an age restriction for your volunteers? There may be Child Safeguarding issues to consider when taking on younger volunteers. Be aware of Age Discrimination law.
- How will your volunteers know what to do?
- How will they register with you?
- What administration will be required? e.g. sign a declaration or an agreement relating to data protection, criminal convictions, confidentiality etc.
- What is your selection process? I.e. application form, interview and references.
- Do your volunteers need to have a Criminal Records Bureau Check?
- Will there be a probationary period?
- If the applicant is found to have a Criminal Record how will you deal with situation?

Departure of Volunteers

- When a volunteer leaves are there any processes that need to be put in to place? e.g. provision of references, exit interview etc.

Insurance

Are your volunteers covered by Employers Liability Insurance and/or Public Liability Insurance?

Reimbursement of expenses

What expenses will be reimbursed? What is the process for reimbursing expenses?

Health and Safety

What are your responsibilities? What is expected from volunteers?

Confidentiality

What do you expect of your volunteers in respect of confidentiality? E.g. Should volunteers sign an agreement to regard all information gained through their volunteering role as confidential and agree not to share it with any other party.

Equal Opportunities and Diversity

Does your organisation have an Equal Opportunities/Diversity Policy? If so, what is relevant to volunteers?

Signed on behalf of the (*name of organisation/group*) Board of Trustees

.....

Name:

Date:

It is good practice to indicate when this policy will be reviewed.