

Southampton Voluntary Services Opening Times

Monday to Friday
9.30am - 4.00pm

Information can be posted, emailed or faxed to you

Parking

SVS has five short stay parking spaces for **deliveries only** situated at the rear of the building along with two disabled spaces.

There is two hour parking on St Mary's Street, all day parking in the East Street Shopping Centre car park and on-road meters around Hoglands Park opposite the Voluntary Action Centre.

SVS is the umbrella organisation for the local voluntary sector and provides an independent voice and support, as well as managing projects.

SVS receives funding and support from many organisations, public bodies and charitable trusts.



Southampton Voluntary Services

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Southampton Voluntary Services

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Involving Volunteers
Have You got Everything In Place?



Southampton Voluntary Services, 'SVS' offers a variety of services designed to help and support everyone who works with volunteers.

The SVS Volunteering Development Team promotes and recognises the importance of following best practice when recruiting and managing volunteers.

This leaflet should be read in conjunction with the SVS Volunteer Charter.

Volunteers can bring added value to an Organisation. The most fundamental way is to help deliver the Organisation's goals alongside all of its other members and staff.

Involving volunteers can assist in a number of ways:

- Increased diversity of experience, skills and expertise
- Giving a more personal touch to a service
- Enabling the development of new ideas and approaches
- Creating a sense of community ownership in the Organisation
- Promoting staff development
- Enhancing the service provided

Identify The Need

Firstly, you should have a clear idea about why you need volunteers in your organisation. Think adventurously about projects, which your organisation doesn't have the resources to tackle yet be realistic about what an individual volunteer or group of volunteers could achieve.

Volunteer Policy

Once you have identified a need for volunteers within your organisation it is critical you set out how your volunteers will be managed and looked after by creating a volunteer policy. Quite simply, a volunteer policy is the foundation on which your organisation's involvement of volunteers should be based. It gives cohesion and consistency to all the elements in your organisation that affect volunteers; recruitment, expenses, health and safety etc.

A volunteer policy demonstrates an organisation's commitment to its volunteer programme. It enables volunteers to know where they stand. It offers them some security, sets out how they can expect to be treated and where they can turn to if they feel that things are going wrong. Being able to refer to a written policy ensures that decisions are not made on an ad hoc basis and that all volunteers are treated equally. It also helps ensure that paid staff, senior management and trustees fully understand why volunteers are involved and what role they have within the Organisation.

Planning Ahead

Recruiting and managing volunteers takes time and resources. You will need to set a side time to induct, train and supervise volunteers. You will also need a budget for volunteer expenses. Volunteers are making a gift of their time and ideally 'out of pocket' expenses should be reimbursed.

Also think about what your selection process will involve, it could be application forms, an informal 1-2-1 session or formal interviews etc.

Task Description

Once you have an idea about what you would like volunteers to do in your Organisation, you should put this into writing. This is so the volunteers know exactly what is expected of them. It is called a 'task or role description' this is to avoid some of the benefits expected with the word 'job' such as formal employment, salary and fringe benefits. It is also important to detail what is not expected of a volunteer.

Risk Assessment

Before you recruit your volunteers it's a good idea to consider what steps will be taken to ensure the safety of the volunteers and your client group. This should include a risk assessment of the volunteers role. If your organisation works with vulnerable adults or children the volunteer may also need a Criminal Record Bureau check. The CRB check is free for volunteers; however there is normally a small administration charge to the organisation. You may also want to gather references for your volunteers.

Recruitment

Once you have followed the information here you will be ready to recruit!

Southampton Voluntary Services can give you advice and guidance on every step of involving volunteers in your organisation.

For more information contact

The Volunteer Development Team
or email volunteer@southamptonvs.org.uk

tel: 02380 228291 **fax:** 023 80 222929