

How to
Contact
Us



Volunteer Centres
Surrey



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To find out more about how we can help your organisation promote its volunteering opportunities and develop a volunteer programme, contact us for a chat or to arrange a meeting.

For more information please contact:

Telephone: 0845 03 44 111

www.surreyvoluntaryactionnetwork.org.uk

www.do-it.org.uk

Registered Charity No: 1144100

Volunteer Centres Surrey supports Voluntary, Community and Faith Organisations who work and provide care to all those who live and work in Surrey.

Volunteer Centres Surrey are quality accredited by Volunteering England



Volunteer-Involving Organisations

A Guide to Our Services

Welcome

Supporting Good Practice



The Volunteer Centres in Surrey support the Voluntary, Community and Faith Sector.

Volunteers are a valuable resource bringing enthusiasm, skills, experience, flexibility, fresh ideas and new ways of working.

Whether volunteers can offer a regular commitment, one-off, occasional, or seasonal help, every volunteer has a unique contribution to make.

How we can help

- Recruit volunteers for your organisation
- Support your organisation to develop new and existing opportunities to appeal to a diverse group of volunteers
- Support your organisation by encouraging the adoption of good practice in volunteering management
- Raise the profile of volunteering in Surrey through local and county initiatives
- Campaign on both local and national volunteering issues
- Work towards creating a positive environment for volunteering in the local area

Volunteer Centres can offer advice, information and support or signposting on all aspects of volunteer recruitment and management.

This would include helping to develop and promote clear volunteer policies and good practice covering:

- Recruitment
- Equal opportunities and diversity
- Induction and training
- Expenses
- Supervision and support
- Insurance
- Health and safety
- Problem solving procedure
- Confidentiality
- Risk assessment
- Setting up and running a volunteer programme
- Investing in Volunteers (and other) quality standards on volunteering

Developing New Opportunities

Volunteer Centres can assist you in developing new volunteering opportunities. If you have not used volunteers before, or simply want support in identifying and developing volunteer roles, we can help you.

We offer individual meetings to develop potential opportunities within your organisation.

At this stage we can explore:

- Role descriptions
- Volunteer recruitment
- What to expect from a referral from us
- How to welcome potential volunteers
- Interview and selection procedures
- Further help and support for volunteer co-ordinators

We look forward to working with you soon.

How We Work With Potential Volunteers

Our goal is to match a volunteer's interests, skills and availability with appropriate opportunities.

Potential volunteers can access Volunteer Centre services via the Internet, through telephone enquiries and informal face-to-face interviews.

Some people have a good idea of the type of activity they would like to get involved in and are happy for us to pass their details straight to the relevant organisation.

Others may have been unaware of the range of opportunities available to them, or have yet to decide what they would like to do. In such circumstances we would encourage these potential volunteers to look at more than one organisation before making a commitment.

Volunteer Centres are committed to promoting equal opportunities and challenging barriers to volunteering.

We offer impartial advice and guidance to people seeking to volunteer but ultimately it is your decision on the suitability of the volunteer for the role.

We do not take up references or undertake criminal records checks on volunteers.

Promoting Your Opportunities

Volunteer Centres work with organisations to stimulate interest in volunteering and community activity. Follow these five steps:

Step one – Registration

Register your organisation and opportunities with the Volunteer Centre. Contact us for organisation or opportunity registration forms, or download the forms from our website.

Step two – Information

Details of your activities and services helps prospective volunteers get a clearer picture of what you do. Keep us up-to-date with leaflets, publicity materials or newsletters in order to help us to promote your opportunities effectively.

Step three – Referrals

If a prospective volunteer expresses an interest in your opportunities we will contact you and pass on their details. Please respond promptly to any referrals we make. Volunteers are likely to be looking at more than one organisation before making a decision, so this is your chance to promote your organisation.

Step four – Invitation

Invite the prospective volunteer for an informal chat or interview. It is your responsibility to assess the volunteer's suitability for a role before taking up references or a criminal records check.

Promoting Your Opportunities

Step five – Keep us informed

It is important to keep us up-to-date of any organisational changes. Let us know if you take on any of the volunteers we refer to you, or if an opportunity is no longer available. You can add or remove opportunities at any time. This is essential to prevent us from referring volunteers to you unnecessarily.

In addition to our one-to-one sessions with people interested in volunteering we may also promote opportunities via:

- The national volunteering website www.do-it.org.uk
- Our directory of volunteering opportunities
- Volunteering events
- Local media
- Websites
- National campaigns and events

Please contact your nearest Volunteer Centre if you are a Surrey wide or cross borough organisation as we can help you circulate your information throughout the county.

Don't forget promoting your own organisation and opportunities through your own networks, publications and promotional materials is equally important.