

Come to our drop-in!

We're really pleased you're thinking of volunteering. If you're planning to come and see us, reading this leaflet will help you to find out what you can expect from your visit, and what the next steps will be.

Our drop-in opening hours

Our drop-in runs **10am – 4pm, Mondays – Wednesdays**, except for bank holidays & during holiday seasons such as Christmas (you can see our website for more information). No appointment is needed – just drop in.

What you can expect at the VC drop-in

You'll meet an advisor (a volunteer) who will ask you key questions: what kinds of role are you interested in? What would you like to gain by volunteering? When are you available? Your answers will help the advisor find roles that are hopefully to your liking – so, please think about your answers before you see the advisor.

We will also ask for details such as age range and ethnicity to help us be sure that we are welcoming everyone in the city.

We won't suggest a volunteering role to you – only you can tell us what kind of activities you might enjoy. Once you've identified a role that you like the sound of, we can call the organisation on your behalf – or, if you prefer, you can call the organisation in your own time.

What kinds of roles are available?

- Hundreds of roles: befriending & buddying, administration, marketing & media, fundraising, public speaking, sports coaching, gardening and environment, and more
- Mostly involve 3 – 6 hours a week
- Occasionally a role might involve two or more days a week

- As roles are being filled all the time and new ones being registered there is some variation in the range of roles available. So if you don't happen to find a role today it's really worth keeping an eye out, as new roles are constantly being registered with us.

You might like to register to receive the Bulletin by e-mail each month – just e-mail us at vc@vas.org.uk

How long will I have to wait to be seen by an Advisor?

- There isn't usually a queue at the drop-in. *Sometimes* you might find one or two people before you. We're sorry if this happens to you, but we try to have two Advisors so you shouldn't have to wait too long before you're seen.

What next once I've identified a volunteer role that I like?

- The Advisor will print out up to three opportunities
- He / she will offer to call the organisation or you can call the organisation/s yourself
- You will receive more information and details of the application process from the organisation.

How soon will I be able to start volunteering?

This depends on the recruitment process (see next bullet). However, you can sometimes dip into one-off fundraising days & events, gardening days and some environmental roles.

How do I start volunteering?

The recruitment process depends on the role and the tasks it involves:

- You'll be asked to attend an informal chat or an interview
- They'll send you a pack including an application form (usually a simple form)
- The organisation will usually ask for two referees

- If you'll be working with young people or vulnerable adults - you'll need to have a DBS check (formerly CRB). This can take about four weeks

What will happen when I start volunteering?

You will be welcomed by the organisations and will go through induction (learning all about the organisation, its people and day to day activities). You will be trained – this is one of the great benefits of volunteering.

Who we work with

- People looking for volunteer roles
- Organisations that are looking to recruit volunteers - we only work with organisations that don't purely operate for profit and whose work benefits the community. Such as community groups, charities, statutory bodies and social enterprises. We don't work with commercial businesses.

Is there anything else important that I should know?

- Most organisations are very good at letting us know when a role has been filled. There are occasions when they don't - if this happens to you please come back and see us.
- Sometimes organisations can be slow to respond to your inquiry or application. In our experience this usually results from having few staff (or none) and a shortage of time and resources. If this happens to you, we suggest give them a week and contact them again. You can always come back and see us again too.

Typical rights & responsibilities

As a volunteer you have a right to:

- Travel expenses
- Induction and relevant training
- Support and supervision
- Safe working conditions
- Insurance cover
- Being treated in accordance with an organisation's equal opportunities policy
- Access to a complaints procedure

Your responsibilities are to:

- work within the organisation's policies & procedures (these will be explained to you)
- Work within the boundaries of the volunteering task profile
- Maintain confidentiality as needed
- Inform the Volunteer Manager of any problems

Where to find us

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