

Registering with Volunteer Centre Southwark and signing up to the Volunteer Management Charter

Thank you for your interest in working with Volunteer Centre Southwark. As part of our registration process, we ask you to also sign up to our Volunteer Management Charter. This document provides you with a clear outline of how registration works, what the Charter is about and what services Volunteer Centre Southwark will provide you with.

Who is Volunteer Centre Southwark?

Volunteer Centre Southwark is the local volunteer development agency based in the London Borough of Southwark. Over the years we have grown into a local agency, which links people who want to volunteer, with organisations needing volunteer help, as well as offering a number of different services to volunteers, organisations, and businesses.

- We promote volunteering particularly to those living, working or studying in Southwark.
- By promoting your volunteering opportunities through us, you can reach between 400 and 600 individuals contacting us each month about volunteering.
- We promote volunteering opportunities through the national volunteering database www.do-it.org.uk; our own website and ebulletins; and individual advice sessions with potential volunteers at our offices;
- We also attend local events across Southwark and promote volunteering to diverse groups.

How can you promote volunteering opportunities through us?

Firstly, you will have to register with us. This is a free service and simply involves you completing a few short forms

- Organisation registration form
- Opportunity registration form for each volunteering opportunity you would like to promote through us.
- Read and confirm that you are agreeing to our Volunteer Management Charter

You can either contact us for a postal registration form or simply go to our website www.volunteercentres.org.uk and complete the electronic form provided there.

What happens once you have registered?

Once we have received your registration, we will be in touch with you to let you know once your registration is complete or to clarify some information you have provided us with. Within a week your volunteering opportunity will be on our database and if you have requested on the national volunteering website www.do-it.org.uk.

When a potential volunteer contacts us, who has an interest in your volunteering opportunity, we will provide them with your contact details and encourage them to get in touch with you as soon as possible.

Will Volunteer Centre Southwark vet or screen volunteers?

The simple answer is no. We will not CRB or ISA check volunteers or take up references. Even though we aim to support volunteers in selecting volunteering opportunities that match their skills and interests, we do not vet or screen volunteers in any way. It is therefore important that you have your own vetting procedures in place. There is no obligation take on any volunteers who come to you through us. It is up to you to choose whom you would like to volunteer with you and for them to go through your own recruitment and induction process. However, we can offer support to organisations on how to screen potential volunteers.

How to complete the registration form?

Please ensure that have completed all sections on the form. Any incomplete information will just delay getting your registered and your volunteering opportunities promoted.

Section 1 Organisation Registration

- Please provide us with your contact details and a brief description about your aims and activities. Avoid one sentence answers as potential volunteers want to know who your organisation is.
- Please let us know about the legal status of your organisation. This is important as we do not provide volunteers for profit making organisations or businesses.
- If your organisation is already registered with us, you don't need to complete this part again.

Section 2 Opportunity Registration

- **Opportunity Details:** please ensure the contact details in this section are correct and lead a potential volunteer directly to the person responsible for volunteers. When choosing a name for your volunteer role keep it simple and ensure it gives a clear indication of the nature of the role, as volunteers will often be looking through a number of opportunities so you need to ensure yours catches their attention.
- **Days and Times:** Let us know what days/times volunteers are needed. If you are looking for volunteers for a set period of time only (e.g. an event) please clearly state start and end dates.
- **Opportunity description:** this is your chance to sell this role to a potential volunteer. Give a brief outline of what a volunteer would be expected to do, what they can gain from it and what type of commitment you are looking for. Also make it clear what level of support you provide, and whether volunteering takes place on an individual basis, as part of team, or whether volunteers are expected to lead on certain activities, for example running a workshop.
- **Skills/Qualifications needed:** please let your potential volunteer know, which skills and qualities you are looking for. It pays to be realistic about the level of support and training you can offer a volunteer but equally don't expect potential volunteers to be experts already.
- **Directions:** please provide us with all train stations and bus routes close to your organisation
- **Recruitment and selection:** please tick the procedures, which apply to that particular role.
- **Policies, training and access:** Please consider this section carefully. It will help us and potential volunteers make informed decisions on whether this role is suitable.

Section 3: Good Practice in Volunteer Management

The points listed under this section represent our Volunteer Management Charter, which was developed as a quality mark of good practice in volunteer management by the Volunteer Centre Network across London and outlines the basic principles of good practice.

Please read this section carefully and indicate that you agree with and will work within / towards these standards when involving volunteers.

We recognise you may not meet all the standards at this point in time and this will not prevent you from registering with us. However, we would like to ensure that all

volunteering opportunities we promote are well managed and offer a good experience to the organisation and the volunteer.

We also offer a range of services including one-2-one support, training and resources to our organisations, which can support you in achieving or improving on some of these standards. Following your registration, you will receive detailed information about our services and health check, which you can use to identify areas of excellence and improvement.

If you have any questions about completing this form, please don't hesitate to contact our Volunteer Services Team on 0207 403 4205 or email info@volunteercentres.org.uk