

Volunteer Centre Brighton & Hove Guidelines for Members

The Volunteer Centre works with voluntary organisations, local community groups, the public and private sector. As a Centre we seek to improve the quality of life of residents of Brighton and Hove and develop opportunities for people to help others, and in the process, develop their own skills, potential, health and well-being through volunteering. The Volunteer Centre mission is to promote best practice in volunteer management, ensure choice and opportunity for people wishing to volunteer and contribute positively through enabling an environment in which volunteering flourishes.

What we can do for groups that involve volunteers

Support with the recruitment of volunteers

- Volunteering opportunities accepted by the Centre are promoted via our online brokerage service and other networks; these can include the national Do-it website, i-volunteer, Facebook and Twitter and Brighton & Hove Jobs.Com
- The Volunteer Centre develops and disseminates information to volunteers that guides them in their selection of volunteering opportunities
- The Centre offers some one-to-one telephone advice and guidance to potential volunteers supporting them in their volunteering choice

Support with Good Practice in Volunteer Management

The Centre offers support in the management of volunteers through;

- Hosting the Good Practice Guide <http://www.bh-impetus.org/volunteeringgoodpractice>
- Delivery of the Volunteer Co-ordinators' Forum http://www.bh-impetus.org/volunteer_centre/good_practice.php
- Ad hoc one-to-one good practice advice via email or telephone

Access to information

- The Centre is aspiring to be the hub of information on all things volunteering across the City and we disseminate information via the following channels
 - Our website http://www.bh-impetus.org/volunteer_centre
 - Volunteer Strategy website <http://volunteeringstrategy.wordpress.com/>
 - Social media channels: i-volunteer, Facebook and Twitter

Specific Projects

- From time to time the Volunteer Centre may deliver additional services e.g. one-to-one brokerage support. These will be advertised via our networks.

What we don't do:

The Volunteer Centre Brighton and Hove does not screen or vet any volunteer and is not responsible for assessing a volunteer's suitability to a role. The recruitment process is the responsibility of each individual organisation/group.

The Volunteer Centre Brighton & Hove reserves the right to 'not' list volunteering opportunities.

The following key principles govern our decision-making in this area:

- *The Volunteer Centre believes in creating and not stifling opportunity and recognises that volunteer involvement takes place in a variety of ways (ongoing, one-off, full-time), across all four sectors (third, statutory, private and social enterprise) and within a multitude of structures (e.g. charity, grass-roots group, co-operative, association)*
- *The Centre does not undertake a 'policing' role but is there to support organisations in the best management of volunteers and that good management may be relative to the organisational structure/context and way in which volunteers are involved*
- *Volunteers should be well-managed, treated equally, fairly and with respect irrespective of 'sector' context*
- *Quality of information is key in enabling volunteers to make discerning choices as to the volunteering roles they undertake*

What we ask of you;

Please help us to keep your information up-to-date by notifying us of ANY changes in your organisation OR volunteering opportunities including:

- as soon as you have filled an opportunity
- if you decide to withdraw an opportunity
- if you are not recruiting for a period of time
- if any of your organisation and/or volunteer co-ordinator contact details have changed

Monitoring and Evaluation

Please keep a record of your experiences of the Centre service e.g. have your volunteers come to you via us? What have been your experiences with these volunteers? The Centre undertakes ongoing monitoring and evaluation with organisations.

Getting started

Plan ahead. Please allow for adequate lead-in when planning for your volunteer recruitment.

To register with the Centre please complete and return an Organisation Registration Form. To register volunteering opportunities please complete an Opportunity Registration form for EACH distinct role that you have. These forms can be downloaded from:

http://www.bh-impetus.org/volunteer_centre/find_a_volunteer.php.

Please provide full and complete information and return to info@volunteercentre.bh-impetus.org

What happens next?

- We will acknowledge receipt of your forms by email.
- We will read your information and contact you if any clarification is required.
- We will promote ALL new volunteering opportunities within 10 working days.
- We advertise all volunteering opportunities for a standard 'default' period of 6 months unless otherwise stated.

How is the information you supply used?

- Your organisation details are held on our in-house database and we adhere to a data-handling and confidentiality policy
- Volunteering opportunities are promoted across a variety of networks and platforms deemed suitable and appropriate by the Volunteer Centre
- The contact information you have supplied in connection with a volunteering opportunity (e.g. email, phone number) will be directly displayed on some platforms so that volunteers may access further information on the opportunity easily and speedily
- The Volunteer Centre may share information with other local agencies for learning and development purposes where there is a clear link to volunteering. Ownership of that information remains with the Volunteer Centre
- Volunteer Centre members are automatically included on our mailing list and may periodically receive volunteering related information from the Centre. The Centre will not share or sell this list to Third Parties for the purposes of direct contact.

Thank you for reading the above.

If you have any questions or queries, please don't hesitate to contact us on:

01273 737 888 / info@volunteercentre.bh-impetus.org