

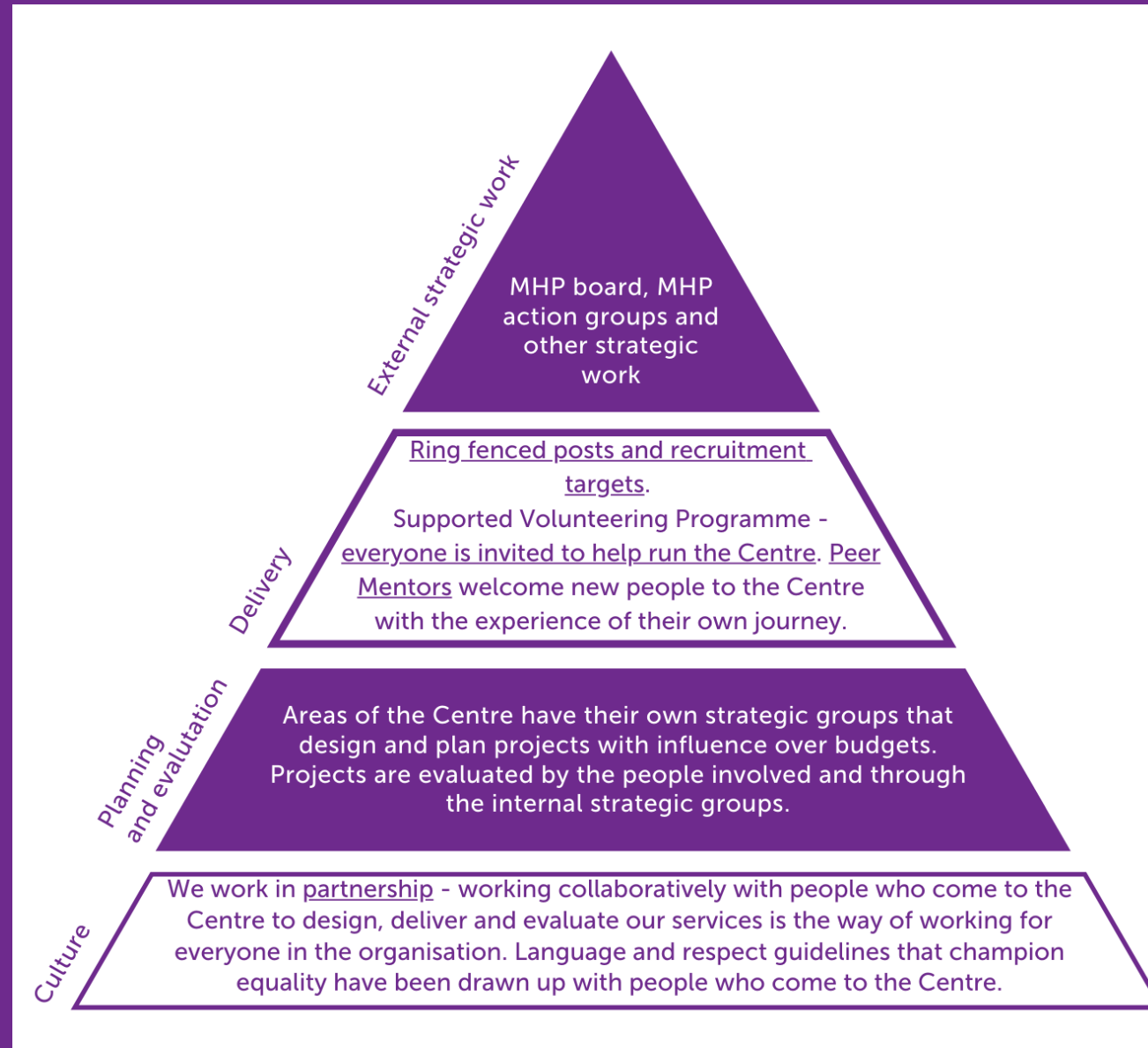
Supported Volunteering

With the  Booth Centre



- Why supported volunteering?
- Programme structure
- Approach to volunteering

Partnership working at the Booth Centre



Supported volunteering at the Booth Centre

- Everyone who comes to the Booth Centre can make a valuable contribution to the planning, delivery and/or evaluation of the service.
- We actively encourage people who will benefit from the stability and sense of accomplishment.
- Volunteers are integral to the running of the Booth Centre by undertaking day to day and essential practical tasks, providing a communication channel and being the welcoming face of the Centre

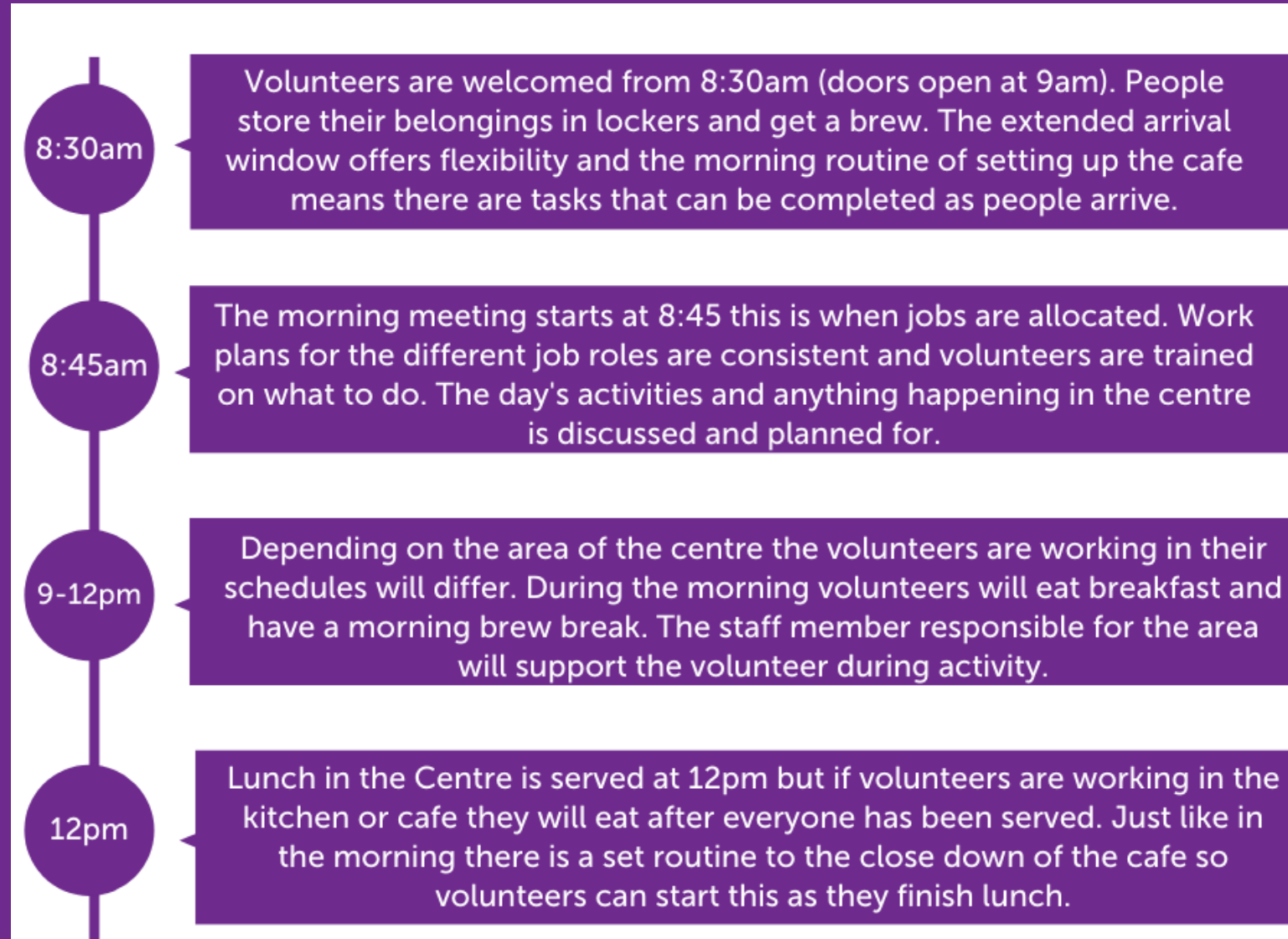
Alix, Julie and Luis discuss the Booth Centre Supported Volunteering programme: <https://youtu.be/joP5B92UVRo>



Supported Volunteering programme



Daily schedule



Flexibility

- The work plans for each day are decided once it is clear who is available to volunteer – set job roles have been developed so this process is quick and happens during the morning meeting.
- Buddying a reliable supported volunteer can help with capacity as does having a flexible wider volunteer team who are able to step into different roles.
- Volunteer job roles are also flexible and can be developed to suit an individual's skills and interests. This allows for a flexible entry point that can be built on.
- Supported volunteer roles will also remain open for people during periods of change - this is communicated to the individual so they know they can return at any time. People may take leave from the programme for any reason and return.

Recognition and expenses

- Bus passes are provided for volunteers – either for the day they are volunteering or for the week if they volunteer for three or more days. This policy is made clear to everyone in the Centre.
- Volunteer socials take place every month (pre Covid) to reward people for their hard work and provides the opportunity to do something different such as ice skating.
- Quarterly award ceremonies recognise volunteering milestones – these celebrations involve a special lunch served away from the cafe, certificates, awards and external guests.

Time and resource

- More time is required to set up the programme and processes.
- Once formalised, less time is needed and can be built into effective running of the service – the staff member responsible for the activity or a volunteer coordinator can support daily working and they can benefit from having an additional communication channel and practical resource.
- A worker needs to be responsible for the recruitment and induction process but then once volunteers are trained on job roles and allocated a mentor, the whole staff team can be involved.

Working with peers

- Supported volunteers and people accessing the service may have established friendships outside of the Centre, so a robust approach to confidentiality is required.
- BC supported volunteers decided they would not have access to confidential information about individuals, this prevents people from being in uncomfortable situations and eliminates the potential GDPR risk.
- This is the only difference between supported volunteers and the wider volunteer team.

checklist

- Suitable time allocation
- Remain flexible
- Think about confidentiality
- Meaningful job roles
- Ongoing training and support
- Address expenses
- Recognise achievement
- Built in end point



Booth Centre Volunteer Inclusion Partnership (VIP) Project

- The Booth Centre is interested in setting up a partnership with 5 other organisations in Greater Manchester who are interested in developing or setting up Inclusive Practical Volunteering schemes which increase opportunities for people who are or have been homeless to undertake practical volunteering in the community. (By practical volunteering we mean things like cooking/food service, painting/decorating, gardening, reception/front of house, stores/warehousing etc. rather than peer mentoring/advice/support work.)
- We are able to offer these organisations a range of support including: project development support, staff training, shadowing opportunities, templates of policies, ongoing support through a partnership network, financial support.

Thank you

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Thursday 3rd December