



## Welcome to the Volunteer Centre Sandwell –Organisation Guidelines

The Volunteer Centre Sandwell aims to connect volunteers with local voluntary and community-based organisations who need volunteers.

The following outlines the role we play;

### What the Volunteer Centre does:

- Your opportunity will be sent to the National Volunteering Database and is then ultimately displayed on the Do-it website. This website may be accessed directly or via our Volunteer Centre website. On average, we receive 70 email enquiries per week as a result of people searching these for volunteering opportunities;
- Opening hours Monday – Thursday 9am- 5pm Friday 9am -4pm
- Publicity material relating to your opportunity may be displayed in the Volunteer Centre where supplied by yourselves;
- Members of the public who drop-in to the centre are supported in their search for volunteering roles and broad queries relating to volunteering are answered. This helps steer volunteers towards roles most suitable to them and increases the chances of a successful placement. When resources and capacity allow, we offer one-to one appointments for volunteers where they can be individually supported and hence directly brokered to an organisation;
- We contact you periodically to monitor and evaluate our service. This will enable us to develop and improve upon the service to organisations and volunteers;
- We can help you access information to Good Practice resources relating to the management of volunteering.

### What we don't do:

- **IMPORTANT:** The Volunteer Centre Sandwell does not screen or vet volunteer and will not be responsible for assessing a volunteer's suitability. The recruitment process is the responsibility of each individual organisation.
- The Volunteer Centre Sandwell promotes volunteering opportunities for people in a not-for-profit organisation. We do not put volunteers in touch with commercial organisations. We may decline to register or de-register organisations where 'Good Practice' is called into question.

### What we would ask of you;

- Please help us to keep your information as up-to-date as possible. People accessing the Centre have cited out-of-date information as being both frustrating and off putting. As we have around 300 organisations registered with us this is a constant challenge. We would therefore ask that you help us to keep your information as up-to-date as possible.

It is vital that you call us;

- 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 (we can remove the advert from the website to reduce calls to yourself)
- if any of your organisation and/or volunteer co-ordinator contact details have changed

### Monitoring and Evaluation

We would like to know if our service is working what areas need improvement, etc. We are therefore interested to know how many volunteers have come to you via the Volunteer Centre, whether the placement was or is a successful match, or if any difficulty has arisen. In light of this, it would be helpful if you could keep basic records of your experience of volunteers that come via the Volunteer Centre. Meanwhile, please feel free to contact us at any time with feedback.

### Completing the attached Organisation Registration and Opportunity registration forms

Points to note;

- 1) Filling in the Opportunity Registration form – please provide full and complete information. The more accurate the information that people are viewing the more likely you are to attract volunteers suitable to that role. We will get back to you where forms are incomplete.
- 2) Please type or print clearly. For convenience, electronic copies can be obtained via our website and emailed back to us.
- 3) Complete a separate 'Opportunity Registration' form for each role you have.
- 4) Some of the details that you provide on both the Organisation and Opportunity registration forms will appear on the Do-it website, viewed by the public. However, direct contact details of your organisation are NOT displayed on the website – enquiries are redirected back via the Volunteer Centre.
- 5) The Volunteer Centre promotes volunteering opportunities within organisations which demonstrate good practice in working with Volunteers. Where we feel this may not be the case we may not be able to promote the opportunity.
- 6) At no time will we provide any of your details to a third party without your permission. In order to keep you up-to-date with information we may include you on our mailing/email list. We do not sell or give our mailing lists to third parties.

**Thank you for taking the time to read the above. If you have any queries at all, please do not hesitate to contact us by email or on 0121 544 8326**