

CONSULTANCY FOR ORGANISATIONS

Volunteer Centre Southwark has been providing training and consultancy since we were established in 1996. We have a proven track record of delivering high quality courses. Our clients include: Lambeth Voluntary Action Council, Bexley Volunteer Centre, Sure Start Southwark, Westminster Mind, Pecan, LINKs Southwark, South London and Maudsley NHS Trust and London Wildlife Trust.

What We Offer

At the Volunteer Centre we are experts in all things volunteering, from developing new programmes to dealing with difficult volunteers or creating a recruitment strategy to get more older people as volunteers from a specific area.

We are able to give you help developing most aspects of volunteer programmes. The following is not an exhaustive list, but gives some ideas as to what we could do. If you have a specific problem we could help you solve, please do get in touch to discuss.



Consultancy Packages

Developing a new programme

- Consulting with your stakeholders, users and staff on the best way to develop a programme
- Creating a strategy on how to best develop your programme
- Creating the bespoke forms and materials you need to manage volunteers (e.g. application forms, role descriptions, interview templates, supervision templates, exit interviews, volunteer packs)

Reviewing or troubleshooting an existing programme

- Consulting with your volunteers, staff and users to carry out a comprehensive review of your volunteer scheme, with suggestions for improvements e.g. to increase retention, improve training, development of new roles
- Review of existing induction/training schemes

Developing bespoke materials, forms, and resources for your volunteer programme

- E.g. Volunteer packs, application forms, role descriptions, interview templates, supervision templates, training guides, exit interviews, volunteer packs

Recruiting volunteers

- Developing a recruitment strategy for you
- In depth marketing of your roles
- Vetting service
- Initial recruiting of a set number of people, and initial screening
- Introductory training covering an introduction to your role, the responsibilities of being volunteer

Group supervision/support sessions

- We can come in to deliver a programme of monthly/quarterly meetings to support volunteers and increase retention Ideal for large organisations where volunteers are managed by different people
- Facilitated group support sessions

Bespoke training / support for your team on how to manage volunteers

- How to develop a volunteer programme
- Supervising volunteers
- Dealing with problem volunteers
- Regular facilitated meetings for your staff team to provide management support on how they are managing volunteers. Ideal for large organisations where lots of different people are managing volunteers

Supporting your service users to volunteer in the community

Do you want to offer your service users the chance to volunteer in the community? We are able to offer a range of support that will enable them to be supported to volunteer for a community organisation. Ideal for rehabilitation, drug or mental health projects.

- Introduction to volunteering sessions
- 1:1 appointments giving a range of volunteering opportunities
- Support to contact the organisations for the first time, accompany people to the first meeting
- Ongoing support in person or by telephone
- Feedback about where service users go and progress.

Charges

Cost depends upon what help you need to develop your programme and the amount of time the work will take. To get a quote and discuss your options further please get in touch with Samantha Stotland on 0207 403 2936 or samantha@volunteercentres.org.uk

