Volunteering at What’s Happening on North Street:
An introduction

We rely heavily on the help of volunteers. The time given by volunteers, and the skills they bring, greatly enrich and enhance our work, and without these, we could not do all that we do. Volunteers are appreciated by staff, trustees, service users, and the wider community alike.

There are various opportunities for volunteering. These change from time to time, and can be found in the separate document, ‘Current Volunteering Opportunities’. Please read this to see how you might contribute, as each volunteer will have a unique personality and different skills that they will bring.

For all volunteers, there are some key things to note:

**Team meetings:**
These happen regularly. All volunteers can raise matters for discussion (given in advance to the Manager), and are encouraged to attend & contribute. These meetings are an important opportunity to communicate with each other, to find out what is going on as a whole, to celebrate positive achievements, and to discuss any issues that arise.

**Training programme**
We arrange training as needs and opportunities arise, and we believe this training is vital to equip our volunteers in their roles. Some of our training will be delivered internally, and some sessions will be delivered by outside agencies that are experts in their particular field.

Each session focuses on a different aspect of our work, wider needs, or other training needs that are identified. As a volunteer, you will be asked to sign up to a number of these training sessions depending on your role & previous experience. The programme will help you to improve your skills, and contribute more fully to the life of the centre.

**Supervision & observation**
All volunteers receive supervision – this is important to ensure quality of service, adequate support & provision for volunteers, as well as identifying future development and training needs. You will receive further details of how this will affect your particular role within WHONS as part of your induction.

**Policies & procedures**
It is vital that all volunteers familiarise themselves with the various policies and procedures in place. These have been written to ensure quality of service within WHONS, and are there to help, support and protect service users, staff and volunteers alike.

We will make you aware of these, but **it is your responsibility** to ensure you are familiar with them, and how they affect the tasks that you are undertaking. If you have any queries about this, you should speak to the Manager.
Support
WHONS is a friendly & open environment in which to volunteer. Should you need support at any time, please ask! You can speak to the Manager, who will endeavour to help and support you in whatever way will help you in your role.

New ideas
We are always open to new ideas, opportunities, and ways of working. Often those coming in from the outside can bring a fresh perspective so please speak up! We will always listen to the ideas and observations you might have, and want to hear anything from you that will help us to improve and enrich our work.

Last updated 14 September 2015