

Volunteer Centre Brokerage Guidelines

Volunteer Centre Brokerage Service

The Volunteer Centre is a service of Community Works. We want voluntary and community action to have the greatest positive impact on people. We create the support and networks that help people, voluntary and community organisations, and businesses to use their time and energy effectively.

Our service connects volunteers with local organisations and offers bespoke support services to facilitate positive volunteering experiences with the most impact. We advertise about 450 volunteer opportunities every year and have over 200 local organisations on our books at any one time. Our work not only saves both parties much needed time and energy but enhances the benefits of volunteering in the local community.

The Volunteer Centre works with voluntary organisations, local community groups, the public and private sector who involve volunteers in their activities. Our mission is to promote best practice in all areas of volunteer management, ensure choice and opportunity for people wishing to volunteer and contribute positively through enabling an environment in which volunteering flourishes.

1. Getting started with volunteer recruitment with the Volunteer Centre

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

To register your organisation, group or project with the Volunteer Centre please register online at the [Volunteer Centre here](#)

To register volunteering opportunities please log in once registered and complete an Opportunity Registration form for EACH distinct role that you have.

Once you have registered and uploaded your opportunities, the Volunteer Centre team will then look over and publish your opportunity for you. This can take up to a week, so if your opportunity is urgent please email us at mel@bhcommunityworks.org.uk

Once published it go live on our new [volunteer opportunity search page](#). We also post your opportunities to social media, so for the best publicity we suggest that you share these posts on your own social media platforms too. You can find ours here:



2. What happens next?

- We will read your information and contact you if any clarification is required.
- We will promote ALL new volunteering opportunities within 10 working days, from the point of receipt of all the necessary information.
- We advertise all volunteering opportunities for a standard 'default' period of 6 months unless otherwise stated that this period should be less. We currently promote via the Community Works' website, Facebook and Twitter and our 1-2-1 advice service for volunteers.
- We will signpost interested volunteers directly to you or to your online advert via our one to one advice service. Although we do not vet or assess potential volunteers, we would not suggest an opportunity to an applicant if we felt they did not meet your advertised criteria.
- If your opportunity is not attracting the volunteers you hoped we can offer extra support.
- After 6 months we will contact you to see if you would like us to renew your opportunity and/or update any information or if you could benefit from any further support.

Monitoring and Evaluation

- We will periodically ask you for your feedback in order to continue providing the best service we possibly can. We value all your input and thank you in advance for your help.

3. What we ask of you

Please **contact prospective volunteers** within a reasonable period of receiving their details even if it is a generic, courtesy email acknowledging their interest. We receive feedback from both volunteers and organisations about lack of communications.

Please **help us to keep your information up-to-date** by updating changes in your organisation yourself online or by emailing us at volunteercentre@bhcommunityworks.org.uk

Monitoring and Evaluation

Please keep a record of your experiences of the Volunteer Centre service e.g. have your volunteers come to you via us? What have been your experiences with these volunteers? This data is invaluable to the quality of our service.

4. What we don't do

We does not screen or vet any volunteer applicants and are not responsible for assessing their suitability to a role. The recruitment process is the responsibility of each individual organisation/group.

We reserve 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 Volunteer 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 with equity, fairly and with respect irrespective of ‘sector’ context*
- *The volunteer centre does not promote opportunities that fall outside of our core values (for example, ‘help to work’ scheme placements)*
- *The Volunteer Centre does not promote unpaid internships through its network*

5. Additional support

To contact Mel Willson on mel@bhcommunityworks.org.uk

- For more support and suggestions for recruitment and publishing of opportunities
- For support on volunteering development and volunteer management and visit our website www.bhcommunityworks.org.uk

6. Need to make a complaint?

We value all of your feedback. We are committed to providing a high-quality, accessible service. If you are unhappy with a service we’ve provided, we want to hear from you. Without your feedback we cannot improve.

To feedback, in the first instance, please email mel@bhcommunityworks.org.uk or call us on 01273 234 680

To view our complaints policy visit <http://www.bhcommunityworks.org.uk/about/work/policies-and-procedures/>