



# *Volunteer Handbook*

# Welcome to MSV

Established in 2017 through the amalgamation of the Mosscares Housing Group and St Vincent's Housing Association, MSV builds fantastic homes and delivers a brilliant service to our customers ... and through our talented and creative people strives to be the very best it can be.

We've worked hard over the last 50 years to improve the lives of our customers and the environment. We are doing well, but we always want to do more. We've got big plans for the future!

We provide affordable homes for people who need them, help people with work and life opportunities, do the decent thing with a personal touch, are genuinely focused on people and are known for our strengths and values.

This Volunteer Handbook has been produced to help you settle into MSV as quickly as possible and guide you through the various policies and procedures and ways we can support you to volunteer with us.

You should ensure that you take the time to read and understand the content of this Handbook and act in accordance with its aims and objectives. If you have any questions in regards to its contents, please speak to your line manager or contact a member of the Community and Wellbeing Team who will be happy to help.

**Welcome to MSV – thank you for volunteering your time!**

## THE MSV WAY

**we will always...**

do the decent thing  
be flexible, open and transparent  
trust people and take personal responsibility  
focus on our customers  
work inclusively



# VOLUNTEERING

## with MSV Housing Association

Volunteers work alongside staff to provide key services to residents and other community members. Each of our Community Centres/HUBS has a resident-led management committee, staffed by volunteers, who may organise exercise classes, hire out rooms, organise events and look after the centres.

Personal development of our volunteers is very important to us, and we always ensure you are fully supported and get access to ongoing training such as first aid, health and safety, food hygiene etc. You are always reimbursed for travel and lunch expenses.

We provide written references and help with finding work and help you progress onto paid work.

### Why volunteer?

Volunteering will help you:

- Gain confidence
- Meet new people
- Improve your skills
- Gain work experience

### MSV Volunteer Policy Summary

MSV values volunteers and recognises they should be supported via a robust Volunteer Policy. They enhance our work by bringing valuable skills, experiences and energy as well as their gift of time. They champion the cause and often challenge opinions and perspectives whilst demonstrating loyalty and commitment to our mission and values.

A copy of the **Volunteer Policy** is available on MSV's intranet and by request from any manager.

### Investing in volunteering

We also have an employee volunteer programme which gives staff 14 hours' paid time off a year to help with community projects. We have more than 1000 volunteers at MSV Housing Association, many of whom are residents, and we value the contributions that they make to our communities across Greater Manchester.

## Volunteer Programme

MSV Volunteers Programme provides opportunities for people in our communities to get the most out of their lives, not only for residents, but for our volunteers too. There are many factors negatively affecting those we work with and we need to make sure we address their needs and help them to the best of our ability.

### How we make a difference

Our volunteers programme is led by volunteers who are based across Greater Manchester, in our offices, community centres and on our estates.

Our volunteers have been instrumental in helping us to:

- improve community cohesion,
- reduce isolation,
- support families,
- address loneliness,
- support wellbeing, and
- create better life chances for some impoverished and isolated communities

Mosscare St. Vincent is a registered social landlord with over 8,000 homes throughout the North West. Our experienced and knowledgeable staff deliver a range of neighbourhood services at a local level, and we work with many partners and customers to ensure Mosscare St. Vincent offer specialist services which meet the needs of our tenants.

Since 2005 we have recruited approximately 70 volunteers who have contributed an average of 5 hours per week each.

Our properties are located in Greater Manchester (Manchester, Rochdale, Salford, Trafford, Bury, Tameside and Bolton) along with units in Hyndburn, Warrington, the Ribble Valley, Birmingham, Blackburn, Pendle, Rossendale and Burnley & Calderdale.



We are governed by a Board of Management, which includes Tenant Board Members and our vision is to be the housing and service provider of choice for tenants and partners. All our leaders have a specific responsibility to operate in accordance with the provisions set out in this handbook to ensure that you understand the standards of behaviour expected and to act appropriately when things go wrong. Those working in management roles have a specific responsibility to set an appropriate standard of behaviour, to lead by example and to ensure that you follow the policies and procedures and promote our aims and objectives with regard to equal opportunities.

# Volunteer Handbook

The Volunteer Handbook has been produced to assist volunteers in their volunteering role by providing guidance and support. MSV values all of its staff and volunteers and aims to create a safe environment with fair policies and procedures, which allows people to develop to their full potential.

- This handbook is the standard reference manual for all Volunteers
- The handbook is intended to provide guidelines for Supervisors and Volunteers
- It is updated regularly to comply with new legislation and where appropriate, staff and volunteers will be consulted on significant changes
- If you have any queries regarding this handbook, please contact your Supervisor in the first instance, and / or if more appropriate, the Volunteer Manager
- All relevant policies and procedures will be made available to new volunteers at Induction

Volunteering contributes to social, cultural and economic regeneration by creating a more cohesive society, whilst increasing skills levels and improving health and general wellbeing of volunteers. Involving volunteers in our activities brings a diversity of skills and experience to our work, assists us in meeting the needs of our clients and enriches the involvement we have with local communities. It brings an innovative and fresh perspective to our services and our volunteers are a great source of local knowledge.

## Volunteer Charter

MSV actively supports the principle that everybody has a right to volunteer. We continually work to ensure that volunteering opportunities are developed across the organisation and provide support to volunteers. We support the belief that Volunteers assist in effecting social change and play an essential role in alleviating the effects of poverty, ignorance, inequality and injustice.

- MSV believe that every individual has the right to volunteer without experiencing discrimination
- Volunteering is a valuable, integral part of MSV to improve the quality of life for our Tenants and Customers
- Volunteers have rights which should be met in the course of their volunteering
- Volunteering is a legitimate activity in its own right
- Volunteering should be a fulfilling experience
- Volunteers will not be asked to undertake tasks for which are the responsibility of a paid member of staff
- The relationship between paid staff and volunteers is complimentary and mutually beneficial
- Volunteers will be given a clear idea of tasks and the responsibility which goes with those tasks
- Volunteers will be allocated to a Supervisor or Team member who will provide adequate support
- We will ensure fair representation of the needs and interests of Volunteers and provide opportunity to develop and expand skills and experience
- Volunteers will not be put under moral pressure to undertake work which is against their principles
- Volunteers are protected under the Associations Insurance policies
- Volunteers will receive all reasonable out-of-pocket expenses by completing relevant forms
- Volunteers will be provided with all the necessary equipment/tools/materials for them to carry out the required tasks

## Principles

Volunteering should be for the mutual benefit of all those involved, we recognise that people volunteer for different reasons. Our aim is to add value to the volunteer experience by:

- ensuring that volunteers are properly integrated into the Association
- providing the necessary support to carry out their role
- providing opportunity for personal development
- expect staff at all levels to cooperate positively with volunteers
- respect the privacy of volunteers and always obtain permission for publicity
- empowering individuals and communities to act together to make a positive difference to their lives
- making the giving of time and skills simple, flexible and high impact

## Volunteering Opportunities at MSV

We provide a service to our tenants who are unemployed and looking for training opportunities. Volunteering can play an important role in assisting long term unemployed people to keep in touch with the labour market and gain confidence, skills and experience which can help them in their search for work. We actively encourage and support tenants who wish to become volunteers and work in partnership with voluntary organisations locally who can offer training and support to volunteers.

## Funded Projects

The Community and Wellbeing Team are responsible for applying for external funding to deliver community initiatives. When a new project is set up it is invariably a requirement of the funders to include and involve volunteers. All kinds of opportunities can arise from a funded project depending on required outcomes. Examples include training volunteers to carry out consultations, supporting the delivery of social groups, youth projects, signing in participants, making refreshments and leading groups. We also occasionally organise community events and one off activities for our tenants which we welcome volunteers to get involved in.

## Young people and volunteering

We want to promote the advantages of volunteering from a young age; this will involve activities in our Foyers along with MSV communities. The Foyers can provide an excellent volunteer experience. We encourage and support volunteers, who play a vital role in delivering our service.

In addition volunteers can develop existing skills and knowledge, have the opportunity to work with young people, provide life skills support, lead groups, work with statutory and non-statutory agencies and be involved in the interview and selection process.

We also offer regular supervision, on-going training and guidance. We provide practice learning opportunities for social work student placements.

We will also work with partners who provide young people with volunteering opportunities, offering opportunities in MSV communities and schemes.

## Sheltered Schemes

From our sheltered schemes we can offer volunteering opportunities, working with the older people to support luncheon clubs, exercise classes, ICT workshops, activities and events or if you are creative we run several arts and craft projects where help is always needed.

## Community Centres

### Urban Care and Neighbourhood Centre (UCAN)

84 Campbell Street, Farnworth, Bolton, BL4 7HH  
01204 794951

**Open: Tuesday, Wednesday, Thursday**  
**Times: 9.30am - 12pm and 1pm - 4pm**

The UCAN is a converted terraced house in Farnworth, which is a fantastic resource for the local community. It is owned by MSV and offers numerous volunteering opportunities. Services available to the local community include work clubs, pregnancy massage, counselling, basic IT, information, arts & crafts and training sessions. Volunteering opportunities at the UCAN include supporting with admin, reception duties, customer care, IT or help keep the garden in good condition. Volunteers who sign up at the UCAN are supported by the Community Project Officer who manages the centre.

## HUBS

MSV support and own three hubs (Bredbury, Bramhall and Carrbrook). A range of voluntary opportunities are available including general tasks included in running the centres, delivering or supporting social groups and activities along with admin, reception, customer care and IT roles. The hub sites all have a board of committee members who take responsibility for the day to day running of the centre, who work closely with the Community Project Officer. Any volunteers interested in getting involved in any of the hubs will be supported by the Community Project Officer.

## Carrbrook HUB

1 Broadbent Close, Carrbrook, Stalybridge, SK15 3LJ  
0161 226 4211

**Open: Monday – Friday**  
**Times: 9.30am – 4.00pm**

- Tea and Toast and Quiz
  - Craft for Adults / Craft Club for Children
  - Dance for Children
  - Children's Choir
  - Neighbourhood Advice
  - Tai Chi and Health and Wellbeing sessions
  - Ageless Grace Exercises
  - Sign Language Classes
  - Plastic Band for children
- ...and much more

## Bramhall HUB

84 North Park Road, Bramhall, SK7 3HS  
0161 226 4211

**Open: Monday, Wednesday, Friday**  
**Times: 10.00am – 2.00pm**

- Coffee mornings
  - Arts and crafts sessions
  - Grub and grow – small allotment plots
  - Free access to computers and the internet
  - Training courses
- ...and more

## Jean Byers HUB

Highgate Centre, Bents Avenue, Bredbury, SK6 2LF  
0161 226 4211

**Open: Monday, Tuesday, Friday, Saturday**

- Coffee mornings
  - Arts and crafts sessions
  - Grub and grow – small allotment plots
  - Free access to computers and the internet
  - Training courses
- ...and more



## Resident Engagement Opportunities

You don't have to attend a meeting to be involved with MSV, you can influence our services in the comfort of your own home by taking part in surveys, becoming a pollster, giving feedback via social media, joining our readers or digital led groups.

There are lots of good reasons to get involved - you can make a big difference to what we do and the way we do it!

Our Customer Engagement Strategy outlines how we will engage with more customers, the different opportunities include:

- **Focus Groups:** In depth conversations on a set topic in small groups
- **Mystery Shoppers:** Receive training to 'shop' our services and give feedback
- **Readers Group:** Comment on documents before they go public
- **Reality Checkers:** In depth conversations about a service you have received
- **Residents Groups:** Groups that work in your community and with MSV
- **Scrutiny Panels:** Receive training to scrutinise MSV's services
- **Tenant Surveyor:** Working with MSV on local matters
- **Tenants Voice:** MSV's representative Tenant Group

## Contact Details

If you are interested in volunteering at any of these locations, please contact:

Communities and Wellbeing Team  
[involvement@msvhousing.co.uk](mailto:involvement@msvhousing.co.uk)  
01204 794951

## Practice Guidelines

The following guidelines deal with practical aspects of the involvement of volunteers.

### Recruitment

We will use appropriate means to advertise for volunteers, with local Volunteer Centres and on MSV's website and social media pages. We take into account the principles of our Equality and Diversity Policy. The applicant will be asked to complete an application form (help can be given with this if necessary), which is available from our website or by request to the Community Project and Wellbeing Team. The applicant will be asked to an informal interview preferably on the scheme/ office where the volunteering will take place. The interview allows all parties to get to know each other and for the manager to explain the role to the volunteer. Our main aim is to ensure volunteers understand our requirements and that the role suits their needs and aspirations.

### Diversity

We recruit volunteers using an equal opportunities approach so that people from all sections of the community have the chance to get involved. We always explain the necessary skills and experience needed for each volunteering role and regardless of your background, we will consider you if you have the right skills, or offer support for you to gain additional skills.

### Opportunities for all

We recognise that some people face different barriers to participation such as those associated with health or disability. We will make sure that volunteering opportunities are accessible to all by promoting opportunities widely and making information accessible.

### DBS Check

The Disclosure and Barring Service (DBS) helps employers to make safer recruitment decisions and prevents unsuitable people from working with vulnerable groups including children. Volunteers whose role requires a check will apply for their own DBS certificate and the cost of the check will be paid for by the association.

### Expenses

Any travel costs and out of pocket expenses will be reimbursed, provided that receipts are supplied. Mileage rates for the use of the Volunteers own car will be in line with those used for all Staff, and will be paid on receipt of a completed travel expenses form (available from the Community Projects Team), signed by the volunteer's supervisor.

Other out of pocket expenses will be reimbursed on production of receipts and subject to the agreement of the volunteer's supervisor.

### Support and Supervision

All Volunteers will have a named Supervisor who will manage day-to-day support, training and will agree, hours, responsibilities and expense claims. Opportunities for feedback on progress, discussion of future developments and to air any problems or issues, will be held on a regular basis. Volunteers are encouraged to express their views about matters of concern at any time, either through their Supervisor or other point of contact.

## Induction

**All new volunteers will be inducted with MSV. This is prepared and delivered by the supervisor of the scheme / place of volunteering or Community Project and Wellbeing Manager.**

This will include:

- The role of the volunteer, including, hours, expenses and security (a photo is required for an ID Badge which must be worn by volunteers)
- Staffing structure and introductions to staff and other volunteers.
- Health and Safety, Fire and emergency procedures and First Aid information.
- Data Protection and Privacy Policy
- Copies of all other relevant policies will be highlighted with information on where to find them.
- Professional boundaries
- Essential procedures relevant to the role and the department.
- Training and development opportunities and how to access MSV core training.
- Communication and reporting requirements.
- Code of Practice for use of IT if appropriate.
- Other information as appropriate.

The Volunteer will be asked to sign an agreement, which is NOT an employment contract, but forms part of the process of managing volunteers effectively.

We aim to identify and solve problems at the earliest possible stage, grievance procedures can be found in this Volunteer Handbook.

Volunteering is not a substitute for paid employment. The role of Volunteers will be that of a supportive, complementary nature alongside paid staff.

We appreciate our Volunteers and the dedication they give to us and as an organisation we are committed to you. We will encourage you to achieve your aspirations and ambitions and support you to build on your skills and qualities.

For us to do this effectively we need good communication between volunteers and staff and we encourage volunteers to come forward, tell us any concerns, ask questions, make suggestions and seek support.

## Confidentiality and Data Protection

We take your privacy and the security of your information very seriously. MSV's Privacy Policy <https://www.msvhousing.co.uk/aboutus/privacy.html> sets out our approach to safeguarding the privacy of the personal information we hold. This policy applies to all personal information collected by us, our subsidiaries and partners, and contractors acting on our behalf. Any information held by the Association regarding volunteers will be treated in line with this policy. Volunteers will be bound by the same requirements for confidentiality as paid staff, as outlined in the Data Protection Policy. MSV operate an internal internet site, which is only accessible by staff and volunteers with ICT access. Your photo and volunteering role is stored on this platform so that staff can see who is currently volunteering and where. It is also used to promote the skills of our volunteers, with opportunities to offer your time to other departments within the association.

## Skills/Qualities

Our Volunteers will bring many skills and qualities to the role. Skills learned through working in paid work or life skills are all valuable. Other skills will be developed as you gain more confidence in your role. All of these qualities will help you further your job prospects or simply enhance your life in general. Here are some which we value in volunteers:

- A willingness to learn and take part learning opportunities
- Ability to work and as part of a team.
- A good listener
- Good Communication skills
- Non-judgemental and professional approach.
- Good Interpersonal skills.
- Friendly, honest, flexible and able to motivate others.
- Desire to provide services to a high standard.
- Ability to overcome obstacles and challenges.
- Ability to meet deadlines and ensure delivery of outcomes.
- Possess problem solving and decision making skills.

## Health and Wellbeing

MSV places great importance on the health, safety and wellbeing of all our employees, Board Members and volunteers and will work with staff at all levels to maintain optimum health and wellbeing within a safe working environment. The achievement and contributions of employees are important to the successful delivery of the Business Plan and success of the Group.

We do this by:

- Ensuring that all volunteers are aware of the Health and Safety and Data Protection Policy.
- Complete risk assessments for the organisation every year as well as doing them for individuals when we recruit people and when people have particular needs.
- Having a child and vulnerable adult safeguarding policy and guidance for volunteers on this.
- Having guidance on personal safety for volunteers and staff.
- Keeping good open relationships between volunteers and their supervisors so any problems can be discussed and resolved.
- We have a Health and Safety Project Group who explore health, safety and wellbeing issues and develop strategies for the health and safety of all staff and volunteers.

## Information for unemployed Volunteers who are claiming benefits

Volunteering shouldn't affect your right to benefits, if you are claiming benefits though you should notify the DWP of a change of circumstances as there are relevant documents you will need to complete. The only money you are allowed to receive are the costs of your volunteering expenses. This could be for things like the cost of travelling to and from the volunteering location.

There are no limits on the amount of time you can volunteer for. The only requirements are that you inform your Job Centre Advisor and continue to meet the conditions of the benefit or tax credit you are receiving.

For more information on volunteering while on benefits go to:

[http://www.direct.gov.uk/en/HomeAndCommunity/Gettinginvolvedinyourcommunity/Volunteering/DG\\_064299](http://www.direct.gov.uk/en/HomeAndCommunity/Gettinginvolvedinyourcommunity/Volunteering/DG_064299) .

## Other information you need to know

### Insurance

All Volunteers are covered by the MSV's insurance policy whilst they are on the premises or engaged in any activities on our behalf.

### Correct use of your Identity Badge

- ✓ All MSV staff and volunteers must obtain an identity badge.
- ✓ The badge must be worn at all times during volunteering hours, and must be shown to clients when requested.
- ✓ Where the client is not known to you or you to the client, and/or when you are visiting organisations on behalf of the group, you should automatically show your identity badge.
- ✓ The badge is not transferable and should not be given to any third party.
- ✓ Details of how to obtain the badge are obtainable from the Community Projects Manager.

### Grievance Procedure

The group recognises that there may be times when a Volunteer has a grievance with the organisation or are themselves the subject of complaints. On most occasions, it is hoped that any problems will be identified and dealt with during Supervision sessions or informally. The formal grievance procedure should be followed when any informal discussions has not resolved the situation.

The object of these procedures is to establish an efficient and fair means by which a Volunteer who has a grievance can raise the matter and receive an answer quickly.

**Stage 1** - Where a Volunteer has a grievance they should put it in writing and raise the matter with their Supervisor, who will deal with it in the appropriate manner.

**Stage 2** - If the matter is not resolved or the Volunteer is not satisfied, they can then refer it to the Community Project and Wellbeing Manager (If the complaint is against the manager, then a meeting with the appropriate Head of Service will be arranged).

**Stage 3** – In the event of failure to agree, the Volunteer has the right to appeal. This must be made in writing to the Director and they should inform the Head of Customer Services of their intention to do so. Every effort will be made to ensure a speedy resolution to the problem.

At any stage of the procedure the Volunteer has the right to be accompanied by a colleague or friend if desired.

### Equality and Diversity

In all its activities, MSV will strive towards ensuring equality of opportunity and treatment for all persons and will not discriminate against any person or group of persons because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. MSV will do everything in its power to guard against and prevent :

#### Direct discrimination:

This is treating a person less favourably because of his or her membership of any of the above groups.

Indirect discrimination:

That is making conditions or requirements which a person would find difficult to meet because of his or her membership of any of the above groups.

Victimisation:

That is treating a person less favourably because allegations have been made or action taken on behalf of that person in respect of a complaint of discrimination.

Harassment:

That is language, practices or behaviour which has the effect of making a person uncomfortable, embarrassed or unhappy because of his or her membership of any of the above groups.

MSV is committed to valuing diversity in our workforce and to developing and training everyone to ensure their talents are fully utilised.

## Conduct

In the interests and safety of all staff, volunteers and customers, we expect volunteers to carry out their role according to our policies and procedures and Code of Conduct. These are all made available to all Volunteers during induction.

Hopefully any issues can be resolved informally. Where informal measures are not enough the Community Projects Manager will raise the issue in a formal meeting with the volunteer. The volunteer will be entitled to put their case forward. If it is felt necessary an informal warning may be issued, with steps agreed to improve conduct.

If the issue is still not resolved a meeting involving the volunteer, Community Projects Manager and the appropriate Senior Manager will be organised. This may result in a formal warning, with the understanding that following another warning the volunteer will be asked to leave the organisation.

If a volunteer is believed to have behaved in a manner that has or could have seriously affected the organisation, for example theft, bullying, or violence, they will be immediately suspended while the matter is investigated by the Community Projects Manager. The volunteer will be able to put forward their case, and a decision will be made within 21 days. If the complaint against the volunteer is upheld, they will be excluded from further volunteering. In all cases volunteers have the right to be accompanied at meetings on these issues by a volunteer, member of staff or friend. Volunteers can appeal decisions to the appropriate Senior Manager who will make a decision within 7 days.

We want you to enjoy your volunteer experience and feel that you are part of a team. If you have any concerns or ideas for improvements please let us know.

## Other relevant Policies Volunteers will be asked to familiarise themselves with include:

Key policies will be brought to the attention of new volunteers and referred to during reviews or as appropriate. These include:

- Code of conduct
- Health and Safety policy
- Equality and Diversity policy
- Fire Safety Policy
- Harassment and bullying in the workplace
- Policy and conditions of use for IT
- DBS code of practice
- Adult & Children safeguarding policy
- Social media policy
- Health and wellbeing strategy
- Volunteer policy
- Privacy policy

Please check that any new volunteer has been provided with the following which may be relevant:

- The MSV Way
- A copy of the organisational structure
- Introduced to staff on site
- Supervisor contact details
- Expenses/Claim Form
- First Aid & Fire precautions and procedures
- Identification badge
- Lone Working Device (if applicable)
- Signed IT policy (if applicable)
- Signed Volunteer Agreement
- Advised of training /induction dates
- Shown MSV Intranet and access to Policies
- Copy of the Volunteer Handbook

**Thank you for choosing MSV. We hope that you enjoy your volunteering experience.**

## The Volunteer Agreement

MSV actively supports the principle that everybody has a right to volunteer. We continually work to ensure that volunteering opportunities are developed across the organisation and to provide support to volunteers and equality of opportunity. This agreement is not an employment contract, but simply an outline of what you can expect from us and how we hope you will want to assist us, we aim to be flexible and approachable and will do our best to meet your needs and requests.

### ***Your role as a Volunteer:***

- Be acquainted with the Mission, principles, values and policies of MSV and behave accordingly
- To follow the procedures and standards, including health & Safety and equal opportunities in relation to its staff, volunteers and clients
- Fulfil your responsibilities in your role in accordance with agreed role outlines, reliability and communication
- Co-operate with staff, colleagues and agencies to deliver quality services
- Observe and respect confidentiality and rights of clients and tenants
- Feedback any issues/problems to a Supervisor or appropriate member of Staff
- Exchange information and communicate progress to a Supervisor
- Contribute to improving the quality of services
- Be prepared to attend relevant training & development when agreed
- Have a non-judgmental approach and assist without discrimination towards colleagues, clients or any other contacts.

### ***MSV's role in managing Volunteers:***

- Volunteers will be given a clear idea of tasks and the responsibility which goes with those tasks
- Volunteers will not be asked to undertake tasks for which paid Staff is responsible
- Volunteers will be allocated to a member of the Communities and Wellbeing Team who will provide adequate support
- Mosscares St Vincent's will ensure fair representation of the needs and interests of Volunteers and provide opportunity to develop and expand their skills
- Volunteers will have access to a named Supervisor, Team Meetings and Staff information and Events
- Mosscares St Vincent will provide an Induction into the Association and Training in Health & Safety
- Will provide a safe workplace and ensure, so far as is reasonably practicable, the health, safety and welfare of all Volunteers
- Mosscares St Vincent will ensure all volunteers are dealt with in accordance with our equal opportunities policy
- Will try to resolve problems, grievances or difficulties which may arise during your time as a volunteer
- To follow the procedures for dealing with a grievance as outlined in the volunteer handbook
- Provide opportunities for self-development, through training and support
- Volunteers are protected under Mosscares St Vincent's Insurance policies
- Volunteers will receive all reasonable out-of-pocket expenses and travel costs
- Volunteers will be provided with all the necessary equipment/tools/materials for them to carry out the required tasks.



# Volunteering Forms



# VOLUNTEERING FORM

To register your interest in volunteering with us and join our mailing list, please complete the following:

## Your personal details

First name			
Surname			
Address			
Town		Postcode	
Telephone		Mobile	
Email address			

Date of birth (dd/mm/yyyy):

Gender: Male  Female  Other  Prefer Not to Say

Are you a MSV Housing Association resident? Yes  No

Preferred method of contact

## Volunteer information

Where did you hear about our volunteering opportunities?

### Why do you want to volunteer with us?

*(Please select the most appropriate)*

Change of direction	<input type="checkbox"/>	Make use of existing skills	<input type="checkbox"/>	Experience to complement studies	<input type="checkbox"/>
As a hobby	<input type="checkbox"/>	Gain employment experience	<input type="checkbox"/>	Personal growth and confidence	<input type="checkbox"/>
Give back to the community	<input type="checkbox"/>	Make use of spare time	<input type="checkbox"/>	Gain experience in this country	<input type="checkbox"/>

Other

**Please indicate which area of volunteering you are interested in :**

Residents Association	<input type="checkbox"/>	Mystery Shopper	<input type="checkbox"/>	Tenants Voice	<input type="checkbox"/>
Community HUBS	<input type="checkbox"/>	Readers Group	<input type="checkbox"/>	Scrutiny Panel	<input type="checkbox"/>
Focus Group	<input type="checkbox"/>	Reality Checker	<input type="checkbox"/>	Tenant Surveyor	<input type="checkbox"/>

Other

**Which volunteer roles or activities are you interested in?**

Office-based (administrator)	<input type="checkbox"/>	Community-based (activity organiser)	<input type="checkbox"/>	One-off volunteering opportunities	<input type="checkbox"/>
Office-based (receptionist)	<input type="checkbox"/>	Community-based (gardening)	<input type="checkbox"/>	Volunteer translator	<input type="checkbox"/>
Office-based (researcher)	<input type="checkbox"/>	Community-based (outreach)	<input type="checkbox"/>	Volunteer tutor/advisor	<input type="checkbox"/>
Media or communications	<input type="checkbox"/>	Befriending older, isolated people	<input type="checkbox"/>	Other	<input type="checkbox"/>

Other role

*Basic training will be provided for all roles or activities listed.*

**Please tell us about any relevant work, study, volunteering or personal experience which you feel may be applicable to your role as a volunteer:**

**Availability**

**How frequently would you like to be involved?**

Once a week	<input type="checkbox"/>	Once a month	<input type="checkbox"/>	One-off events	<input type="checkbox"/>
More than once a week	<input type="checkbox"/>	More than once a month	<input type="checkbox"/>		

**Please indicate when you are available**

Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
am	pm	am	pm	am	pm	am	pm	am	pm	am	pm	am	pm

**References**

It is standard policy for all organisations working with volunteers to obtain two references. Please supply the contact details of two referees (*one of whom you must know in a professional capacity*).

Referee 1		Referee 2	
Relationship		Relationship	
Full Name		Full Name	
Address		Address	
Postcode		Postcode	
Telephone		Telephone	
Email		Email	

**Emergency contact**

Please give the full name of someone we can contact in the event of an emergency

Emergency contact relationship	
Emergency contact number	

Your information will be held with MSV.

To view our privacy policy, please visit our website <https://www.msvhousing.co.uk/aboutus/privacy.html>



## Equal Opportunities Monitoring

I give permission for MSV to gather my Equal Opportunities data and I will read the Privacy Policy if I wish to obtain more information on its capture and use [www.msvhousing.co.uk/aboutus/privacy.html](http://www.msvhousing.co.uk/aboutus/privacy.html)

We ask for your name in order to accurately reflect the demographics of our volunteers once you start in a role with us. For this purpose, your name will be held by the Volunteering Team only and will not be shared with third parties alongside your Equal Opportunities information. Prior to this, your data will be used anonymously to accurately monitor the demographics of those applying to volunteer on our programmes.

### Ethnicity

Please select from the list

White British	<input type="checkbox"/>	Mixed Other	<input type="checkbox"/>	Black or Black British – Caribbean	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Asian or Asian British – Indian	<input type="checkbox"/>	Black or Black British – Other Arab	<input type="checkbox"/>
White Other	<input type="checkbox"/>	Asian or Asian British - Pakistani	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Mixed White & Black Caribbean	<input type="checkbox"/>	Asian or Asian British – Bangladeshi	<input type="checkbox"/>	Other Ethnic Group	<input type="checkbox"/>
Mixed White & Black African	<input type="checkbox"/>	Asian or Asian British - Other	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Mixed White & Asian	<input type="checkbox"/>	Black or Black British - African	<input type="checkbox"/>		

### Faith/Religious Background

Which faith/religious background would you consider yourself as being part of:

Buddhist	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Other	<input type="checkbox"/>
Christian	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	None	<input type="checkbox"/>
Jewish	<input type="checkbox"/>	Sikh	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

## Disability

Under the definition in the 1995 Disability Discrimination Act, do you consider yourself to have a disability?

Yes  No  Prefer Not to Say

DDA definition includes among others the following conditions:

- Physical impairments (asthma, diabetes, epilepsy etc.)
- Mental impairments (learning difficulties, dyslexia, clinically recognised mental health issues)
- Sensory impairment (hearing or visual impairment not corrected by glasses)
- Progressive conditions (cancer, multiple sclerosis, muscular dystrophy HIV)

## Sexual orientation

Please select your sexual preference:

Bisexual   
Heterosexual

Lesbian / Gay   
Other

Prefer not to say

## Language

What is your main language?

English

Other

How well can you speak English?

Very well

Well

Not well

**Please note:** by submitting this form you will be added to our mailing list and will receive information about our upcoming volunteering opportunities.

## Training Skills Matrix

Full name			
Name of group (if any)			
Address			
Town		Postcode	
Telephone		Mobile	
Email address			

Please indicate by ticking (✓) which skills areas you would like to develop further. Skills are grouped into themes; please consider your areas of involvement with MSV before you complete the form

Types of Training we may be able to help you with	Would like some training	Trained - may benefit from refresher training	Would like to receive further information
<b>Committee skills</b>			
Chair			
Treasurer			
Minute taking skills			
Secretary			
Equal opportunities			
<b>Communications</b>			
Event planning			
Newsletters			
How to produce a survey			
PR skills			
Design of leaflets – IT skills, Publisher, internet			
Website			
<b>Engaging community</b>			
Public speaking			
Consultation – research, evaluation, recruitment, surveys, funding			

Outreach skills			
Legal requirements			
<b>Group/constitution</b>			
Bank account			
Developing a constitution			
<b>Personal development</b>			
Negotiation skills			
Team building			
Group work			
Dealing with violence and aggression			
Facilitation			
Dealing with conflicts			
Decision making			
<b>Money &amp; Finance</b>			
Budgeting skills			
Maths skills			
Fundraising			
Events and projects			
Grant applications/bid writing			
<b>Legal requirements</b>			
Data protection			
Governance			
Health and safety			
Security			
Insurance			
Risk assessment			
First Aid			
Accessibility Issues			



<b>Community activities</b>			
Health and safety			
Organise social events			
Evaluation surveys			
Planning community events			
Event management			
<b>Other training</b>			
Anti Social Behaviour			
Equality & Diversity			

Please indicate which groups you are currently involved in:

Residents Association <input type="checkbox"/>	Mystery Shopper <input type="checkbox"/>	Tenants Voice <input type="checkbox"/>
HUB <input type="checkbox"/>	Readers Group <input type="checkbox"/>	Scrutiny Panel <input type="checkbox"/>
Focus Group <input type="checkbox"/>	Reality Checker <input type="checkbox"/>	Tenant Surveyor <input type="checkbox"/>

Other (please state):

**Availability:**

When is the best time for you to attend training courses (please tick)

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Morning</b>					
<b>Afternoon</b>					
<b>Evening</b>					

**PLEASE RETURN COMPLETED FORM USING THE PRE PAID ENVELOPE**