

# Volunteer roles



Volunteers become the public face of our Charity. The Emmaus Colchester team will look at each application, and depending on volunteering placements available and your personal preferences, we will invite potential volunteers to an informal meeting or arrange a telephone interview.

At Emmaus Colchester, we welcome volunteers from all backgrounds and cultures.

## **VOLUNTEER COORDINATOR**

### **Role description**

Support, motivate and monitor current volunteers of Emmaus Colchester

Celebrate volunteering by nominating volunteers for awards and organising celebration events

Offer advice and information to volunteers and external organisations through face-to-face, telephone and email contact

Helping volunteers to feel welcome and supported

Informing volunteers about social events at Emmaus Colchester and being the link between volunteers and Emmaus Colchester

### **Essential skills**

Good communication skills

Ability to work on your own initiative

The ability to inspire and motivate people

Strong leadership skills

Good organisational skills

### **Other requirements**

Willingness to undertake training and attend meetings if required

## **CHARITY SHOP VOLUNTEER**

### **Role description**

Help out in the shop or stock room sorting out donations

Show off your artistic side by designing window displays

Help out with the IT and administrative tasks involved in running the shop

Help out in serving the customers

### **Essential skills**

Ability to work with vulnerable adults

Good communication skills

Ability to work as part of the team

### **Other requirements**

Willingness to undertake training and attend meetings if required

## **VOLUNTEER FUNDRAISER**

### **Role description**

Raise awareness of and support the work of Emmaus Colchester in your local area

Plan and deliver events in the local area

Help participants to have the best possible experience of supporting Emmaus Colchester

Provide information and materials to participants

Placing promotional materials for events in the local community

### **Essential skills**

Good organisational skills

Attention to detail

The ability to inspire people about the work of Emmaus Colchester

Ability to engage with people from different backgrounds

Ability to work on your own initiative

Knowledge of your local area

### **Other requirements**

Willingness to undertake training and attend meetings if required

## **UPCYCLING VOLUNTEER**

### **Role description**

To assist in the identification of furniture or any other items suitable for Upcycling

To strip, clean and prepare suitable furniture or any other items suitable for selling

To paint and repair furniture, or any other items suitable for selling, including the application of decorative treatments where appropriate.

### **Essential skills**

Ability to work with vulnerable adults

Attention to detail

Ability to work as part of the team

Ability to organise time effectively

A natural flair for creative design and a keen interest in arts and crafts

## **VOLUNTEER VAN DRIVER**

### **Role description**

To assist with deliveries and collections

To drive Emmaus Colchester vehicles in accordance with all relevant legislation

To ensure that all items being transported in the van are appropriately secured and wrapped to prevent damage in transit

Upon going to collect furniture, the Driver will on occasion be called upon, together with the assistant, to decide whether or not an item is acceptable for sale and may have to politely refuse unsuitable furniture, where it has not been viewed previously. To occasionally, when furniture is unsuitable for selling, offer to recycle it – for an appropriate disposal fee.

### **Essential skills**

You will need to have held a full driving licence for at least two years, be over 21 years of age and have no more than 6 points on your licence.

Ability to work as part of the team

Good communication skills

You will need to have a reasonable level of fitness as some lifting, loading and unloading will be needed

Good knowledge of the local area

## **TRANSPORT OFFICE VOLUNTEER**

### **Role description**

To deal with customer enquires and to book collections and deliveries in a professional manner

To ensure our transport system is used at all times for collections or deliveries

To ensure relevant paperwork for each job is clear and contains the right information

To ensure that the customer is asked about gift aid when booking in a collection

To ensure that all relevant Gift Aid and job paperwork is given to the van crew and that it is fully understood by all

To ensure that daily routes are planned out economically and logically

To complete a collections/sales docket in a competent manner

To liaise with the van crew about any customer's requests and changes to the day.

To ensure the relevant maps in the office are up to date

### **Essential skills**

Good organisational skills

Attention to detail and good logistical skills

Ability to work with vulnerable adults

Ability to work as part of the team

Good customer service skills

Good knowledge of the local area

## **VOLUNTEER PAT TESTER**

### **Role description**

To sort donated electrical items

To function and PAT test electrical items ensuring the items are legal and safe to use

To make sure the electrical items are clean and sell-able

To ensure the shelves have enough varied stock and that the display looks interesting and all items are priced

To keep the electrical display area clean & tidy.

To store excess items securely and safely

To promote the Emmaus ethos and be polite, friendly and courteous to customers

### **Essential skills**

Good communication skills

Ability to work with vulnerable adults

Ability to work on your own initiative

## **EMMAUS COLCHESTER AMBASSADOR**

### **Role description**

To raise awareness, in the wider community, of the Social Enterprise and what Emmaus Colchester does and to engage people's support

To promote all of what Emmaus Colchester does and the services it offers, especially our House Clearances

To promote Emmaus Colchester externally and liaise with other organisations as and when necessary

To take part in promotional activities

To support the Emmaus Colchester's movement of self-sufficiency, solidarity and meaningful work

### **Essential Skills**

Good organisational skills

Attention to detail

The ability to engage with people from different backgrounds and be confident in talking about the work of Emmaus Colchester

Ability to work on your own initiative

Knowledge of your local area

## **OTHER VOLUNTEERING OPPORTUNITIES**

Volunteering is a great way to learn new skills and meet new people at the same time as helping your local community and supporting the Emmaus ethos. At Emmaus Colchester our volunteers work alongside our Companions and staff, sharing activities and responsibilities and helping to build our social enterprise together.

We always welcome volunteers with an experience of general maintenance of the buildings; assistance with DIY – the list is endless and there's bound to be something you will enjoy! At the same time, there are ongoing opportunities to join our board of trustees – for an update of current vacancies or more information about the role, please contact us on 01206 541616.

# EMMAUS COLCHESTER Volunteer application form

Please tick the role you would like to be considered for

- Volunteer fundraiser     Transport office volunteer     Volunteer coordinator     Volunteer PAT tester  
 Charity shops volunteer     Volunteer van driver     Upcycling volunteer     Other

## 1 Your details

Surname	First Name(s)
Address	
	Postcode
Telephone No.	Mobile No.
Email	Gender
Date of birth	/ /

## 2 Availability

When can you volunteer? Please provide us with the start date; duration of volunteer placement; and how many hours you are able to commit per day and how many days per week. Please note: this information is for guidance only. After discussing the matter with you, we will devise a timetable that works for you and for us.

Start date	Duration of volunteer placement
Hours per day	Days per week
Additional information	

## 3 About me

3a Why do you want to volunteer? (continue on another sheet if necessary)

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3b Please tell us a bit about yourself. E.g. Tell us about any skills, experience or qualifications you may have that would be suitable for the role. Have you been a volunteer before? If so, for which charity, organisation? Are you currently working or in education? (continue on another sheet if necessary)

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4 **References** (Referees can be colleagues, employers, tutors or friends, but not family members)

4a First reference

Surname	First Name(s)
Address	
Postcode	
Telephone No.	Email
Relationship to you	

4a Second reference

Surname	First Name(s)
Address	
Postcode	
Telephone No.	Email
Relationship to you	

5 **Criminal offences**

Because volunteers may be working with vulnerable adults and children we may be required to carry out a DBS check.

Have you ever been convicted of a criminal offence?  Yes  No

If the answer to the question is YES please provide details of offences, penalties, dates and the country in which they occurred, or of allegations made against you, in a sealed envelope marked private and confidential with your name, the volunteer role and attach this to your completed application form.

6 **Consent for record checks and declaration of suitability**

During my volunteering I understand that I may be working with material that is not public knowledge and I will ensure this material remains confidential.

Insurance for personal effects is my responsibility.

Any information received about me will be dealt with confidentially and not used to discriminate against me.

Signature \_\_\_\_\_ Date    /    /

Emmaus will not sell your name and address to any other organisation. We will retain your details for personnel administration, market research and analysis of your work as a volunteer, including assessing your suitability for future volunteering or employment opportunities. Emmaus would like to hold details about you to send you further information about our work. Emmaus Colchester, Emmaus UK, other Emmaus Communities and Groups may share and review these details to help us understand more about you and to contact you about our fundraising and campaign work. If you prefer us not to use your details in any of these ways, please tick here.

**Data protection**

Confidential personal information recorded about volunteers is not shared with other bodies and is maintained in compliance with data protection legislation.

7 **Where did you hear about Emmaus Colchester?**

Family / friends       Emmaus website       Emmaus leaflet       Other (please specify)

INTERNAL USE ONLY Received by

Date received    /    /