



## VOLUNTEER ROLES

**What is Emmaus?**  
 Emmaus is an organisation founded in France, by Abbe Pierre, just after the Second World War. Abbe Pierre was distressed to see so many people sleeping rough and started by supporting a vulnerable man in need. There are now over 30 communities in the UK and over 400 worldwide. Each community welcomes individuals and provides a home and working environment.

Those that come and live in the community are called Companions. Each Companion work in every aspect of the business helping make the community self-supporting. Emmaus communities earn their living by the re-sale of donated goods and the upcycling and repair of furniture and electrical goods which are sold online and in the community shops.

**Volunteering**

Volunteers are extremely important to us. Emmaus Village Carlton (EVC) relies on the contribution of all kinds of people to make our Charity a success. It is this rich range of backgrounds that benefits the community and enables us to provide valuable personal and professional experiences to all who are involved. EVC will look at each application and depending on placements available and your personal preferences, we will invite potential volunteers to an informal meeting. We welcome volunteers from all backgrounds and cultures. Here are details of our volunteer roles:

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 Village Carlton our volunteers work alongside our companions and staff, sharing activities and responsibilities and helping to build our social enterprise together.

<p style="text-align: center;"><b><u>Customer Service &amp; Administration</u></b></p> <p><b>Role description</b>          Respond to social media comments/reviews, collate internal and external newsletters, undertake general office duties.</p> <p><b>Ideal skills</b>          Excellent customer service          Good communication skills          Social media experience          Attention to detail          Ability to work as part of a team and with vulnerable adults          Ability to inspire people about our work          Highly motivated with a positive and flexible approach</p>	<p style="text-align: center;"><b><u>Social Media Coordinator</u></b></p> <p><b>Role description</b>          Raise awareness of EVC in the local area through social media.</p> <p><b>Ideal skills</b>          Social media experience          Good communication skills          Ability to work as part of a team and with vulnerable adults          Good organisational skills          Attention to detail          Ability to inspire people about our work          Highly motivated with a positive and flexible approach</p>
<p style="text-align: center;"><b><u>Online Sales Assistant</u></b></p> <p><b>Role description</b>          Duties may include packing sold items, research, selection of suitable items, photography, listing items online.</p> <p><b>Ideal skills</b>          Ebay or other online sales experience          Ability to work with vulnerable adults          Ability to work as part of a team          Attention to detail          Highly motivated with a positive and flexible approach</p>	<p style="text-align: center;"><b><u>Reception</u></b></p> <p><b>Role description</b>          Covering reception, answering the telephone, responding to emails, booking collections and deliveries</p> <p><b>Ideal skills</b>          Excellent customer service          Organised and methodical          Attention to detail          Ability to work as part of a team          Ability to inspire people about our work          Highly motivated with a positive and flexible approach</p>

<p style="text-align: center;"><b><u>Events Coordinator</u></b></p> <p><b>Role description</b> Plan, organise and deliver events.</p> <p><b>Ideal skills</b> Good communication skills Ability to work as part of a team and with vulnerable adults Good organisational skills Attention to detail Ability to inspire people about our work Highly motivated with a positive and flexible approach</p>	<p style="text-align: center;"><b><u>Bistro</u></b></p> <p><b>Role description</b> Duties may include serving customers, washing up or clearing up after customers.</p> <p><b>Ideal skills</b> Ability to work with vulnerable adults Excellent customer service Good communication skills Ability to work as part of a team Highly motivated with a positive and flexible approach</p>
<p style="text-align: center;"><b><u>Under One Roof (U1R)</u></b></p> <p><b>Role description</b> Our warehouse where all goods are sorted into the appropriate retail area. These are divided into: Books, toys, bric-a-brac and clothing. The main duties in these areas are sorting goods in to saleable items, steaming, recycling and waste.</p> <p><b>Ideal skills</b> Ability to work with vulnerable adults Ability to work as part of a team Highly motivated with a positive and flexible approach</p>	<p style="text-align: center;"><b><u>Driver / Van Driver</u></b></p> <p><b>Role description</b> Safe loading and unloading of goods to ensure secure transit Collections &amp; deliveries to/from customer's homes Transporting companions to medical appointments / solidarity activities in the evenings</p> <p><b>Ideal skills</b> Full &amp; clean driving licence Reasonably fit with the ability to lift, carry and manoeuvre furniture Ability to work with vulnerable adults Excellent customer service Highly motivated with a positive and flexible approach</p>
<p style="text-align: center;"><b><u>Furniture</u></b></p> <p><b>Role description</b> Duties may include serving customers, arranging furniture displays, pricing new furniture and ensuring the general area is kept tidy and well stocked.</p> <p><b>Ideal skills</b> Excellent customer service Ability to work with vulnerable adults Ability to work as part of a team Attention to detail A flair for creative design Highly motivated with a positive and flexible approach</p>	<p style="text-align: center;"><b><u>Boutique / Bric-a-brac</u></b></p> <p><b>Role description</b> Duties may include serving customers, pricing and labelling goods, ensuring the areas are kept tidy and well stocked.</p> <p><b>Ideal skills</b> Excellent customer service Ability to work with vulnerable adults Ability to work as part of a team Attention to detail A flair for creative design Highly motivated with a positive and flexible approach</p>
<p style="text-align: center;"><b><u>Gardener</u></b></p> <p><b>Role description</b> Sowing seeds, propagation, planting out. Weeding, dead heading and general care and tidying of our garden area; Pruning and care of shrubs and trees.</p> <p><b>Ideal skills</b> Ability to work with vulnerable adults Some experience &amp; knowledge of gardening and/or growing food Knowledge of health &amp; safety procedures Reasonably fit with the ability to work out of doors independently Highly motivated with a positive and flexible approach</p>	<p style="text-align: center;"><b><u>PAT Tester</u></b></p> <p><b>Role description</b> Function and PAT test electrical items ensuring the items are legal and safe to use Ensure the electrical sales area is kept tidy and well stocked with enough varied electrical items, the display looks interesting and items are priced appropriately</p> <p><b>Ideal skills</b> Organised and methodical Attention to detail Ability to work as part of a team Ability to inspire people about our work Highly motivated with a positive and flexible approach</p>
<p style="text-align: center;"><b>Other Volunteering Opportunities:</b> We always welcome volunteers with experience of marketing, organising events, general building maintenance, decorating, DIY, cleaning, in fact the list is endless and there is bound to be something you will enjoy!!</p>	

# VOLUNTEER APPLICATION FORM

**Please tick the role you would like to be considered for:**

Customer Service & Administration		Social Media Coordinator	
Online Sales Assistant		Reception	
Events Coordinator		Bistro	
Under One Roof		Driver / Van Driver	
Furniture		Boutique / Bric-a-brac	
Gardener		PAT Tester	

## 1. Your details

<b>Address</b>			
<b>Telephone</b>		<b>Mobile</b>	
<b>Email</b>			

## 2. Availability

When can you volunteer? Please note this information is for guidance only. When we meet we can discuss and agree a timetable that works for you and for us. Please circle the times that you are available:

Mon am	Tues am	Wed am	Thurs am	Fri am	Sat am	Sun am	Flexible
Mon pm	Tues pm	Wed pm	Thurs pm	Fri pm	Sat pm	Sun pm	

## 3. About me

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

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

**4. References:** (references can be work colleagues, employers, tutors or friends but not family members)

**First reference**

<b>Full name</b>			
<b>Address</b>			
<b>Telephone</b>		<b>Mobile</b>	
<b>Email</b>			
<b>How do they know you?</b>			

**Second reference**

<b>Full name</b>			
<b>Address</b>			
<b>Telephone</b>		<b>Mobile</b>	
<b>Email</b>			
<b>How do they know you?</b>			

**5. Criminal Offences**

Because volunteers may be working with vulnerable adults we will be required to carry out a DBS check. Under the rehabilitation of Offenders Act 1974, do you have any unspent criminal convictions?	Yes	
	No	

If the answer is YES please provide details of the offences, penalties, dates and the country in which they occurred, or of any 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. Data Protection**

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

**7. Consent for record checks and declaration of suitability**

During my volunteering I understand that I may have access to information that is not public knowledge and I will ensure this information remains confidential.

I understand insurance for personal effects is my responsibility.

By signing and returning this form I agree to the terms stated and declare the information I have provided is true.

<b>Signature</b>		<b>Date</b>	
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Emmaus Village Carlton will not sell your name and address to any organisation. We will retain your details for personnel administration and analysis of your work as a volunteer, including assessing your suitability for future volunteering or employment opportunities. Emmaus Village Carlton would like to hold details about you to send further information about our work, including fundraising, events and campaign work. If you are in agreement to us using your details in these ways, please tick here

Please return the completed form to Barbara Fitzgerald (Retail Manager) via e-mail at [barbarafitzgerald@emmausvc.org](mailto:barbarafitzgerald@emmausvc.org) or via post at Emmaus Village Carlton, School Lane, Bedford, MK43 7LQ.