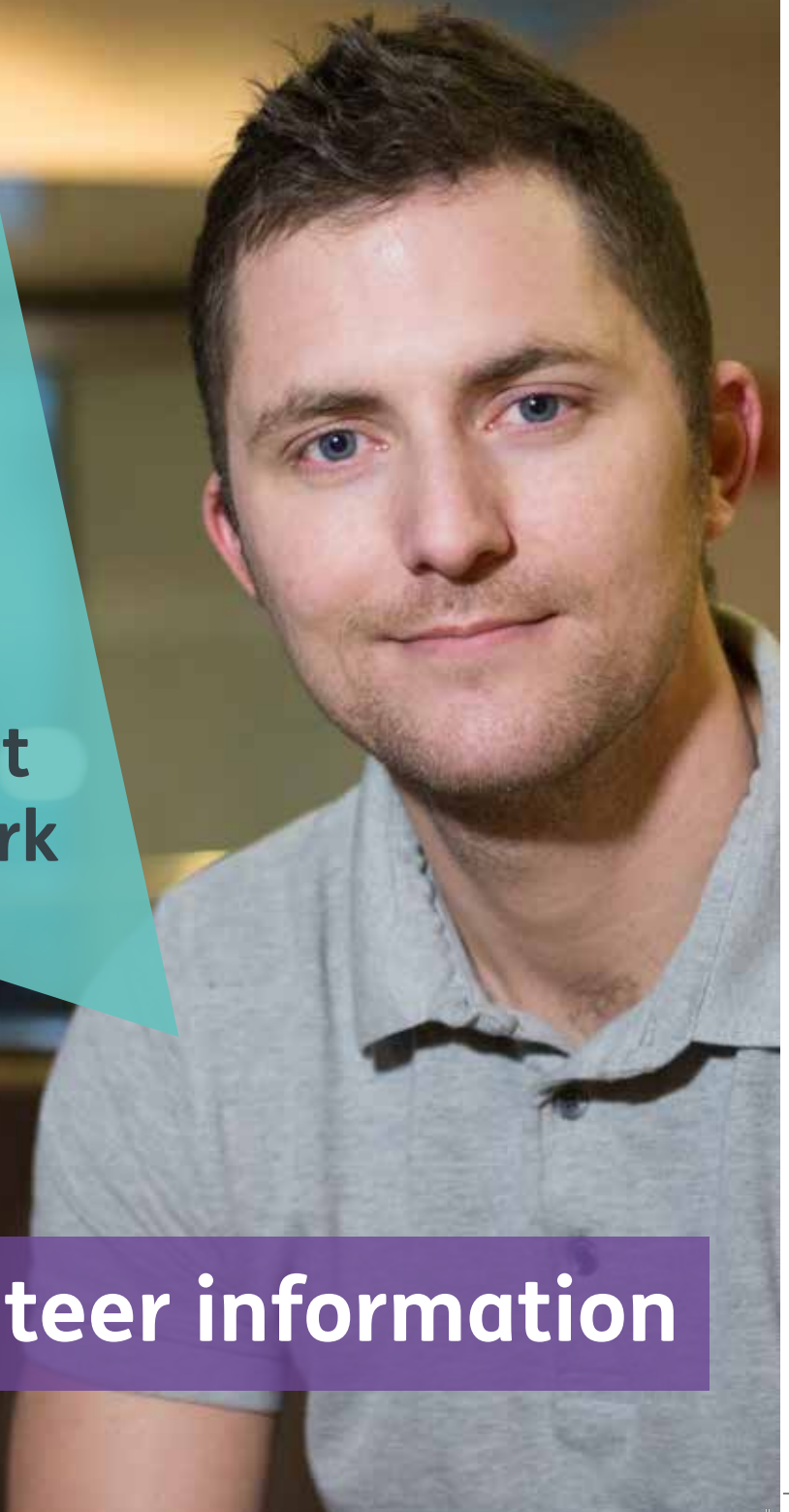




**Support
our work**

Volunteer information



Hello

Hello and thank you for your interest in volunteering with YMCA London South West.

Volunteers are an important and highly regarded part of the Association. As a collective force, staff and volunteers help meet the needs of the community in the south west London area that we operate in. Our work would not be as effective without the contribution of our volunteers.

Our purpose has always been the same; to encourage people to be all they can be. This holds true for staff and volunteers as much as the people we help and provide services for.

This information leaflet has been produced to help give an idea about what YMCA London South West does and how you can get involved. It contains important information regarding the Association, what you as a potential volunteer can expect and what will be expected of you. The work volunteers do cannot be underestimated, so thank you for thinking of us and we look forward to hearing from you.

Contents

About us	4
Us and our staff	6
Example of opportunities available	7
Meet our volunteers	8
What to expect	10
Policies and procedures	12
Recruitment	14

“We are very proud of the work we do with volunteers and are ever so grateful for the fantastic service that they give us. Volunteers add value to the Association and help us achieve our goals and objectives highlighted in our mission, vision and values.”

Andy Mole, Volunteer Co-ordinator



About us

“Seek the welfare of the city... and pray to the Lord on its behalf, for in its welfare you will find your welfare.” (Jeremiah 29:7)

Our vision

A Christian charity where people can come as they are; be met at their point of need and come to know life in all its fullness.

Our mission

The provision of quality accommodation, family services and health and wellbeing programmes that change people’s lives.

Our values

“And what does the Lord require of you, but to do justly, and to love mercy and to walk humbly with your God?” (Micah 6:8)

- ▶ To be passionate in our desire to promote justice and fullness of life for all... yet modest because we ourselves want to learn and change.
- ▶ To be realistic about human strengths and weaknesses... yet hopeful for change, growth and development.
- ▶ To be aware how costly love and service can be... yet inspired by the extravagance of a generous God.

Us and our staff

It all started in 1844 when George Williams formed the first Young Men's Christian Association (YMCA) near St Paul's churchyard in the heart of London.

From small beginnings, the YMCA Movement has grown to become one of the biggest Christian charities in the world working in over 120 countries with 30 million members worldwide.

One of the largest YMCAs in Europe, YMCA London South West is a registered charity working in many diverse service areas: Health & Wellbeing, Support & Advice, Training & Education, Accommodation, and Family, Youth & Children's Work.

Residents, users and the public are entitled to expect the highest standards of conduct from all its workers.

We have a large number of volunteers who complement our services. They participate in a wide range of volunteer activities. We are confident that you will find this time with us to be both enjoyable and rewarding. All paid members of staff will be keen to assist you to succeed in your role.

We strive to provide opportunities for people (paid and unpaid) to develop their experience and skills through learning and development opportunities.

YMCA LSW is led by a team of Board Members, who are volunteers. The Board are responsible for the overall governance and strategic direction of the Association. Which highlights the impact and influence volunteers have throughout YMCA.

Example of opportunities available*

Health & Wellbeing (H&W)

Fitness volunteer

Assist with the day-to-day running of YMCA London South West's gyms, support the H&W team, providing a safe and effective environment for gym users whilst being friendly and approachable. We require volunteers to hold a Level 2 Fitness/gym qualification for this role.

Catering volunteer

To assist in all aspects of the running of the restaurant, providing good service and a clean and happy environment for our many users. Opportunities include front of house and/or in the kitchen.

Family, Youth and Children's Work (F,Y&C)

Our F,Y&C team operate over six YMCA centres spread across Kingston, Merton and Richmond. We offer holiday camps, breakfast and after-school clubs, Pod soft play

centres and a variety of other children's activities.

Volunteer Playworker

YMCA London South West has been caring for children for over 50 years and runs activities for all ages from tots to teenagers.

Volunteer Youth 'Room' Worker

To build, motivate, and inspire young people. Getting young people engaged and involved in the organisation of projects is the first step in achieving our objective of:

'Establishing youth provision within safe places together and events that develop and build confidence and self-esteem'.

Other opportunities include administrators, chaplaincy volunteers, tutors (numeracy, literacy, IT) and mentors, receptionists and seniors activities.

*All roles listed are examples and subject to availability. More roles are listed on our volunteer page at ymcalsw.org

Meet our volunteers

We currently have over 180 volunteers across the Association. Read below testimonials from two of our volunteers:

“I really wanted to volunteer in a way that not only helped me but was also socially useful.

Homelessness is such a big issue, affecting people of all ages and circumstances, and the YMCA is so long-established and well known as a homeless charity that I felt sure this was a place I could do something meaningful and, in so doing, I’ve been guided by a simple truth: helping oneself and helping other people are not mutually exclusive. They are at their best and most valuable when combined, as they are in volunteering.

The ability to combine these two is the opportunity to work at my best and for that I’m glad I’m a volunteer at the YMCA.” (Nicholas Shortall - Volunteer Receptionist)

“I am so happy that I get to do what I want to do in my life – it’s not easy when you’re straight out of University and you don’t have any work experience to help you get your first job in the fitness industry. However, through this volunteering opportunity I have got a foot in the door.” (Suki Grewal - Volunteer Fitness Instructor)



Stats

Current volunteer number **180**

Over **500** hours of volunteering per week

Youngest volunteer **14** years old

Oldest volunteer **78**



What to expect

We make every effort to provide you with support and guidance during your time with us.

Everyone has their own reasons for volunteering and people have different needs and expectations. We like you to feel valued and hope that you can achieve your own objectives and full potential in the role you undertake.

What you can expect from us:

- ▶ To be valued and respected as a volunteer, whoever you are and whatever your background
- ▶ A clear understanding of your role
- ▶ A volunteer induction and events to meet other volunteers and share experiences
- ▶ An identified line manager responsible for providing guidance, supervision and support

- ▶ The opportunity to develop new and existing skills and gain experience volunteering in a charity

- ▶ Our support in developing the skills relevant to your role
- ▶ Agreed out-of-pocket expenses paid in accordance with our policy

- ▶ The opportunity to meet new people

- ▶ The satisfaction of knowing you are making a vital difference to the work of YMCA LSW

- ▶ To have problems or complaints dealt with professionally and swiftly

Other advantages

Volunteers will be allowed use of our Health & Wellbeing facilities. This should normally be off-peak. Occasionally, a meal may be provided.

We also have expectations of our volunteers, so we can all work together effectively

What we expect from you:

- ▶ To maintain a good relationship and professional manner with everyone that you meet during your volunteering time, whether staff, volunteers, residents, members or the public
- ▶ To reflect the Association's vision, mission, values in your day to day work and respect the Christian ethos of YMCA LSW
- ▶ To adhere to the Association's policies and procedures
- ▶ A willingness to learn about the history and background of the Association and the role you play in the present and future
- ▶ To let us know if you are unable to meet your

commitments, giving us as much notice as possible so that arrangements can be made

- ▶ To respect the trust that has been placed in you when dealing with sensitive and private information, sharing only on a need-to-know basis
- ▶ To let someone appropriate know if you have any problems or complaints so that they can be dealt with
- ▶ To agree to a Disclosure and Barring Service (DBS) check as our work involves contact with children and vulnerable adults

Please note: having a conviction does not automatically prevent volunteering opportunities but you are required to notify us when completing a declaration of criminal background information form.

Policies and procedures

Definition

A volunteer may be described as an individual who puts their time, experience, knowledge and skills at the disposal of the services of YMCA LSW, free of charge with the aim of supporting the aims and objectives of the Association.

A value-added service

We are keen to see volunteers 'add value' to our current operations. We are careful that volunteers do not take over responsibilities of paid workers and yet we are committed to make your experience as enjoyable and rewarding as possible. This is enabled through regular support and role-related induction/training.

Consideration

It is of paramount importance that all our volunteers

understand that their role is unpaid. There is no intention of creating a legally binding relationship with our volunteers and therefore you are under no obligation to perform your duties although we cannot but hope for a valuable and committed contribution. Our volunteers retain the right to refuse to work at any time they wish.

Expenses

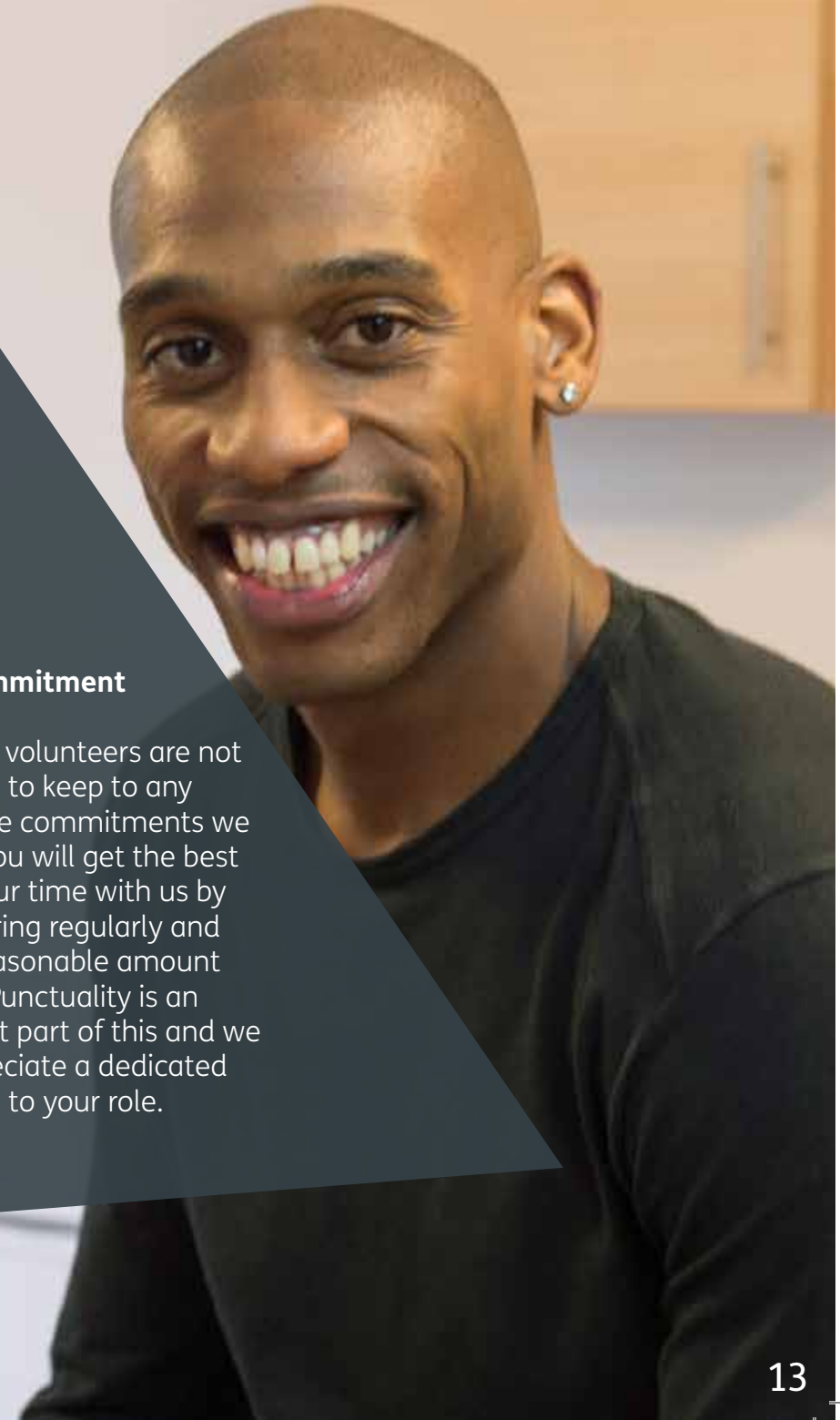
We do not expect our volunteers to incur costs personally hence our commitment to pay transport and other 'out-of-pocket' expenses (subject to approval).


End of volunteering

Opportunity to feed back on experience through exit interview.

Time commitment

Although volunteers are not obligated to keep to any work-time commitments we believe you will get the best out of your time with us by volunteering regularly and over a reasonable amount of time. Punctuality is an important part of this and we will appreciate a dedicated approach to your role.





We are passionate about giving equal opportunities to all.

So what now?

Step 1 Get in touch with our Volunteer Co-ordinators by phone, e-mail or letter.

Step 2 Register. All positions will require you to complete a volunteer registration form

– but don't be put off. We can support you with this should you wish.

Step 3 Meeting. Once we receive the volunteer registration form, we will explore your interest further, usually by arranging a time to meet for an informal interview. Don't worry – this is nice and relaxed, we just want to get to know you a bit better.

Step 4 Welcome, references & DBS. Once we have matched you to a role, an induction and introduction to YMCA London South West will follow. Continual support is offered by your line manager and Volunteer Co-ordinators.

You may also be invited to attend an induction training day. This will give you an opportunity to meet staff and volunteers from offer sites and offers important information about relevant policies and procedures. Due to the nature of our work, we follow up references and complete DBS checks for all.

Please note having a conviction does not automatically prevent volunteering opportunities but you are required to notify us when completing a declaration of criminal background information form.

There may be occasions when we will decline the offer of a volunteer's services. In such cases, reasonable feedback will be provided upon request.

A vote of thanks

Thank you for taking the time to read this, we would like to end by saying how much we appreciate the effort and hard work of our volunteers, who truly make a difference by their example and commitment. Thank you so much!

This leaflet is set out to give you a flavour of how you can best volunteer with us. We are positive you will find your time spent with us to be exciting, different and very rewarding.

Useful contact information

▶ **Latoya Bloomfield**
Volunteer Officer
T 020 8339 7307
E latoyabloomfield@ymcalsw.org

▶ **Volunteer Line**
T 020 8339 7307

Based at:

▶ **Corporate Offices**
YMCA London South West
St James House
9-15 St James Road
Surbiton
Surrey KT6 4QH
T 020 8339 5427

YMCA Hawker
Lower Ham Road
Kingston
Surrey KT2 5BH

T 020 8296 9747

▶ **YMCA Surbiton**
49 Victoria Road
Surbiton
Surrey KT6 4NG

T 020 8390 0148

▶ **YMCA Wimbledon**
200 The Broadway
Wimbledon
London SW19 1RY

T 020 8542 9055

▶ **YMCA White House**
45 The Avenue
Hampton
Middlesex TW12 3RN

T 020 8979 1884

▶ **Hampton Pool**
High St
Hampton
Middlesex TW12 2ST

T 020 8255 1116

ymcalsw.org 

YMCA London South West is a registered charity



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION