

# SUCCESS STORY



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**Gonny – High Wycombe CAB**

## Community Impact Bucks

### Volunteering Services & High Wycombe CAB

#### About High Wycombe Citizens Advice Service:

High Wycombe CAB provides free advice to the citizens of High Wycombe and Wycombe District. The CAB also campaigns to improve policies and procedures that affect people's lives.

#### How has Community Impact Bucks helped?

"As a charity we cannot afford many paid staff, so volunteers are vital and a very valuable resource for delivering our core value – the advice. I found out about the free monthly Volunteering Advice Surgery run by Community Impact Bucks from their regular eBulletin. I signed up because recruitment of volunteers for High Wycombe CAB is a continuous process, and at the end of last year I had noticed a sudden drop in applicants; therefore I needed new resources and ideas for recruitment. It was also important for me to advertise some Expert Volunteer roles. I liked the idea of having personal face-to-face contact with an adviser.

I received lots of advice about resources and where I could recruit people. My adviser offered to support me if I wanted to advertise roles in the local press. She also emailed the job centre on my behalf, highlighting the key roles of Adviser and Gateway Assessor, because these are qualified learning paths. She provided me with a summary of our discussion, and a role description template.

I attended the Invest in Your Volunteers' training day, and this gave me a very good networking opportunity. During the day I wrote down my action plan for the future, which was very helpful. I got great ideas and tips about how to market volunteer roles, and make them more attractive. The biggest impact of the day was that I have changed my approach when I first meet a volunteer applicant; understanding their motivation is crucial, and I now make this the starting point of the interview. This helps me to find suitable volunteers more easily."

Gonny Pol – Training Co-ordinator, High Wycombe CAB  
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