



BUCKINGHAMSHIRE VOLUNTEER MATCHING SERVICE

Finding the role for you

The Buckinghamshire Volunteer Matching Service: volunteer support in Buckinghamshire

The Volunteer Matching Service, run by Community Impact Bucks, was set up in Spring 2020, as part of the response to the coronavirus pandemic. In Buckinghamshire, over 1,800 people stepped forward to volunteer at that difficult time and the VMS helped many of them find roles across a range of identified needs. We have been doing so ever since.

The Volunteer Matching Service continues to place volunteers with volunteer-involving organisations needing help to support our communities and our environment across a wide range of roles. More information can be found on the [Buckinghamshire Volunteer Matching Service](#) webpage.

How you can involve volunteers

Volunteers can be involved in many types of roles: one-off tasks, mid- to longer term roles, and roles that are home-based or out in the community. Volunteer tasks/activities can range enormously, from mentors/befrienders, to helping victims of crime, administrators, gardeners, supporting youth club sessions, drivers and getting involved in local sports activities.

Key things you **must** have in place for any volunteer:

- A clear description of the task or role the volunteer is being asked to carry out, so that it's clear what volunteers are being expected to do (and not to do)
- Volunteers must have a named person as their main point of contact; this could be a volunteer supervising a team of others
- Give volunteers clear guidance on what to do if they have a problem, for example how to report a safeguarding concern, or if they have concerns about a person's health

For more advice, check out Community Impact Bucks' guidance on the [Developing and Advertising your Volunteer roles](#) webpage.

What we need from you

Please [complete this volunteer request form](#).

Key information you will need to provide in the form:

- Description of the role/task, including any requests for particular skills or experience
- Location where task will take place and/or details of journey from A to B
- Number of volunteers needed & date they're needed by
- What time commitment volunteers can expect to give
- The contact details for your organisation, so that we can pass these on to volunteers

Do include your own contact details, so we can get in touch quickly if we need further information about the role/task.

What the Volunteer Matching Service will do

We contact volunteers by phone and place them with volunteer-involving organisations needing help to deliver their services in Buckinghamshire.

If your organisation needs volunteers, please complete the [volunteer request form](#). When the request has come through to the service:

- You will get an email to acknowledge receipt of your volunteer request
- We will identify suitable volunteers by contacting them and providing details of the role
- When the volunteers have confirmed they would like to be involved in the role, we will send you an email with confirmation of the name(s) of the volunteer(s) that the service has identified to fulfil your request, and that the volunteer(s) will contact you
- We will email the volunteers to notify them that they have been matched with your volunteer request. This email will contain the name of the role and your contact information. The volunteer(s) will then contact you
- Emails to you and to the volunteers both contain [key resources and guidance](#), including training and guidance around keeping people safe when volunteering.

What you will need to do once we send you a volunteer

- When a volunteer contacts you either by phone or email, please respond to them **as soon as possible**. This will help volunteers feel valued and supported

- As the Volunteer Matching Service **has not** undertaken formal checks on the volunteers who have signed up with the service, we strongly advise that you check the volunteer's ID and follow your usual process and good practice for verifying the identity and assuring the suitability of the volunteers for the role(s). For instance, check all volunteers' photo ID and obtain at least one reference
- Provide clear instructions on the task/role, how long it is likely to take, and time required by the volunteer. It's a good idea to get them to sign a volunteer agreement form. You can find a sample template on our [How To webpage](#) under Sample Policies
- Provide a named supervisor as their main point of contact
- Give volunteers clear guidance on what to do if they have a problem, for example how to report a safeguarding concern, or if they have concerns about a person's health
- After the task, please check everything was completed and reimburse any relevant expenses incurred where possible
- Please do not forget to **say thank you** to the volunteer!

Further support

If you are a charity, voluntary or community group or social enterprise and would like support to recruit, retain and manage volunteers, Community Impact Bucks can provide tailored advice, guidance and bespoke support. Please complete our [support request form](#) and one of our team will contact you to discuss the bespoke help we can provide. More information about can be found here on our [Request for Support webpage](#).

How data is processed

The purpose of the data collected through the volunteer request form, volunteer registration form, and subsequent email/phone contact is for the provision of the Volunteer Matching Service in supporting voluntary groups and volunteers. We will store this information for the purpose of placing volunteers in volunteer roles where they are most needed in Buckinghamshire. The contact information will not be used for any other purpose than offering support to voluntary groups and volunteers. The full details are in our [Data Privacy Notice](#).