



The Volunteer Matching Service: volunteer support in Buckinghamshire communities during the pandemic

The Volunteer Matching Service is run by Community Impact Bucks in partnership with Buckinghamshire Council and The Clare Foundation.

In Spring 2020, more than 1,800 local residents signed up to volunteer via the Buckinghamshire Council's website to support local communities in response to the coronavirus pandemic. The Volunteer Matching Service continues to place volunteers with volunteer-involving organisations needing help to support our communities. More information can be found on the [Buckinghamshire Volunteer Matching Service](#) webpage.

How you can involve volunteers

Volunteers can be involved for all sorts of roles: for one-off tasks, ongoing roles even in higher Covid-19 infection risk environments, provided the risks are controlled and the volunteer knows what they've signed up to.

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 [Volunteering During the Pandemic](#) webpage.

What we need from you

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

Key information you will need to provide in the form:

- Name and contact details to allow the volunteer to contact you
- 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
- Whether there's a higher risk of Covid-19 infection involved in this role, so that we can let the volunteer know
- Number of volunteers needed & date they're needed by

If your roles require specific professional skills (e.g. trustees, finance, HR), please contact Community Impact Bucks on volunteering@communityimpactbucks.org.uk

What the Volunteer Matching Service will do

We contact volunteers by phone and place them with volunteer-involving organisations needing help to support our communities.

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
- Provide information on how the volunteer can stay safe and keep others safe. You can find advice and guidance on keeping people safe on the [Volunteering During the Pandemic](#) webpage.
- 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!
- **Please let us know the task has been done and whether the volunteer could be available to be deployed to other tasks/activity in the county via the Volunteer Matching Service**

How data is processed

The data collected by the Volunteer Matching Service is to provide support to voluntary groups and volunteers. We will store this information specifically for the Covid-19 emergency: the coronavirus pandemic, the recovery period and any local outbreaks that may arise. The contact information will not be used for any other purpose than offering support to voluntary groups and volunteers during this emergency under legitimate interest. It will be kept and processed on a computer database and subject to the EU General Data Protection Regulations (GDPR). We will not share it with anyone without your consent. The full details are in our privacy statement.

<https://communityimpactbucks.org.uk/privacypolicy/>