

Comments, complaints or concerns

If you have any comments about Volunteer Centre Eastleigh, or if you are unhappy about any aspect of the service, please contact the Volunteer Centre Manager (details below).

Contact details

For further information, or to register your organisation with the Volunteer Centre please contact:

Volunteer Centre Eastleigh
One Community
16 Romsey Road
Eastleigh
SO50 9AL

Tel 023 8090 2457 or 023 8090 2458
Email volunteer@1community.org.uk

Please leave a message on our voice mail if we cannot answer your call straightaway, or speak directly to our reception staff at One Community:

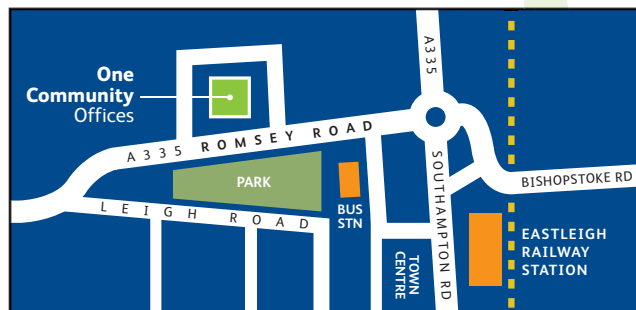
Tel 023 8090 2400

Opening hours

Volunteer Centre Eastleigh is open Monday to Thursday 9am to 5pm and Friday 9am to 4.30pm.

Partnership meetings

If you would like to arrange a partnership meeting to discuss your current volunteer recruitment needs and any issues relating to volunteers, please give us a call.



One Community's headquarters stands overlooking the Recreation Ground and bandstand in central Eastleigh, just a few minutes' walk from the railway and bus stations. The building has a small forecourt car park, and pay-and-display parking is available diagonally opposite, to the rear of Sainsbury's, accessed from Romsey Road.

Volunteer Centre Eastleigh receives financial support from Hampshire County Council and Eastleigh Borough Council and is managed by One Community. Volunteer Centre Eastleigh is an accredited member of Volunteering England.

Published by **One Community**
(Formerly Eastleigh Community Services)
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www.1community.org.uk

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Registered Number 3132524.
Registered office: as above.

Volunteer Centre Eastleigh

How we can help you and how volunteers can help your organisation

One Community provides a range of Voluntary Sector Support, Community Development, Care, Information and Transport services



Volunteer Centre Eastleigh

In line with accredited Volunteer Centres across the country we deliver six core functions:

Brokerage - by matching both individuals and groups interested in volunteering with appropriate opportunities in the local community.

Marketing - by promoting volunteering and locally available opportunities through our monthly newsletter, the www.do-it.org.uk website, local media, special events and campaigns.

Good practice development - by working in partnership with volunteering organisations and offering opportunities for training. We can also assist with grant bids, writing constitutions, developing policies and screening processes.

Developing volunteering opportunities - by working with statutory, voluntary and private sector agencies as well as community and faith groups, we can help to create and develop imaginative opportunities for potential volunteers.

Policy response & campaigning - by identifying proposals or legislation that may impact on volunteering we can influence decision making at every level.

Strategic development - by being the local experts on volunteering we can inform strategic thinking and planning at a local level in partnership with local and regional government.

Involving volunteers

The benefits

Volunteers benefit your organisation by bringing with them:

- A variety of interests
- Knowledge
- Life experience
- Objectivity
- Flexibility
- Enthusiasm
- Specific skills
- A desire to learn
- Diversity of age and background

Volunteers can enhance roles performed by staff as they:

- Have the time
- Are available and willing to help
- Can help out at special events
- Can be trained to help where a special skill is required
- Are self-motivated
- Are not seen as authority figures

The responsibilities

Volunteers benefit your organisation by bringing with them:

- Well thought out and clearly defined volunteer roles.
- Recruitment and interview procedures to ensure that people are not kept waiting, are suitable for their role and that mutual expectations are met.
- Induction, which covers essential information about the task, the organisation, the people and the work environment
- A policy explaining insurance, health & safety issues, the payment of expenses, and an equal opportunities statement.



- Support in the form of regular meetings and good communication.
- Training as required.
- Opportunities to thank volunteers.
- An environment that makes volunteers feel welcome and valued.

Registering with Volunteer Centre Eastleigh

To register with Volunteer Centre Eastleigh we ask you to:

- Follow the good practices outlined in this leaflet
- Complete a simple registration form
- Notify the Volunteer Centre of any changes

Please note that the Volunteer Centre does not have a pool of volunteers available to draw from, but matches each volunteer to a specific role or vacancy.

Managers' Forum

The Eastleigh and Winchester Managers' Forum, run jointly by Volunteer Centre Eastleigh and Volunteer Centre Winchester, holds quarterly lunchtime meetings, alternating between the two premises, to which all those who manage volunteers are warmly invited. Come along to swap news and ideas, discuss issues and get a bit of support.